TELUS Satellite TV HD PVR

User guide

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Welcome

Congratulations on choosing TELUS Satellite TV™. You've opened up a whole new world of possibilities for your TV viewing. Now you can say goodbye to planning around your shows and hunting for videos at the store.

With hundreds of digital channels, including lots in HD, creating your ideal programming package is easy. There are theme packs, international channels, premium sports packages, and premium movie packages featuring the latest blockbuster movies.

And, you finally get full control of your TV viewing. Your TELUS TV® Personal Video Recorder (PVR) gives you the power to pause, replay and record* live TV with just the press of a button.

High Definition (HD) TV delivers the best picture and the best viewing experience. You will see more detail and enjoy a sharper, clearer and more vibrant picture than you would with standard definition TV. Watch your favourite shows in true widescreen and see 45% more of the picture compared to standard definition. Plus, enjoy rich, resonant sound through 5.1 Dolby® Digital surround sound.

TELUS Satellite TV also gives you digital features that regular TV can't offer. Take advantage of the Interactive Programming Guide that lets you instantly find your shows by date, time and theme. There are a host of other great features including Call Display on your TV, 45 commercial-free music channels and Pay Per View (PPV) with a huge selection of videos, including Hollywood blockbusters, kids' programming, sports and special events.

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Important safety instructions

1 Do not use this device near water.

2 Clean only with a dry cloth.

3 Do not block any ventilation openings. Install in accordance with the instructions.

4 Do not install near any heat sources such as radiators, heat registers, stoves or other devices (including amplifiers) that produce heat.

5 Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has 2 blades with one wider than the other. A grounding-type plug has 2 blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.

6 Protect the power cord from being walked on or pinched, particularly at plugs, convenience receptacles, and the point where they exit from the device.

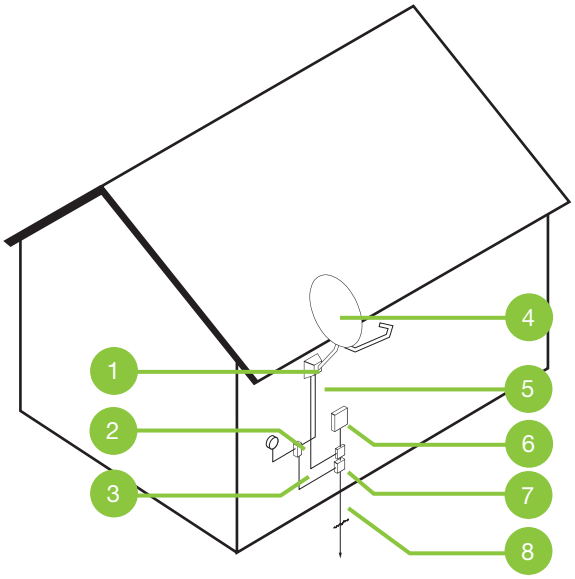
7 Use only attachments/accessories specified.

8 Unplug this device during lightning storms or when unused for long periods of time.

9 Refer all servicing to qualified service personnel. Servicing is required when the device has been damaged in any way, such as the power supply cord or plug is damaged, liquid has been spilled or objects have fallen into the device, the device has been exposed to rain or moisture, does not operate normally, or has been dropped.

Apparatus shall not be exposed to dripping or splashing and no objects filled with liquids, such as vases, shall be placed on the apparatus.

1 Ground clamp
2 Ground block
3 Grounding conductors (NEC Section 810-21)
4 Satellite dish
5 Coaxial cable from satellite dish
6 Electric service equipment
7 Group clamps
8 Power service grounding electrode system (NEC Art. 250, Part H)



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Safety tips

- Unplug the receiver from the AC power outlet before cleaning
- The use of accessories or attachments not recommended by the receiver manufacturer will void the Limited Warranty
- Do not place the receiver in an enclosure such as a cabinet without proper ventilation
- Do not stack the receiver on top of or below other electronic devices
- Operate the receiver using only the type of power source indicated on the marking label. Unplug the receiver power cord by gripping the power plug, not the cord.
- Do not overload wall outlets or extension cords, as this can result in a risk of fire or electrical shock
- Never insert objects of any kind into the receiver through openings, as the objects may touch dangerous voltage points or short out parts. This could cause fire or electrical shock.
- Make sure the outdoor parts of the antenna system are grounded in accordance with local, state, federal and National Electrical Code (NEC) requirements
- Do not locate the antenna near overhead light or power circuits, or where it can fall into such power lines or circuits. When installing the antenna, take extreme care to avoid touching such power lines or circuits, as contact with them can be fatal.
- Do not attempt to service the receiver yourself, as opening or removing covers may expose you to dangerous voltage, and will void the Limited Warranty. Refer all servicing to authorized service personnel.
- Use an outlet that contains surge suppression or ground fault protection. For added protection during a lightning storm, or when the receiver is left unattended and unused for long periods of time, unplug the power cord from the wall outlet, disconnect the lines between the receiver and the antenna, and disconnect the phone line. This will provide some protection against damage caused by lightning or power line surges.

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Your guide to TELUS Satellite TV

This guide explains everything you need to know about your new TELUS Satellite TV service. It will help you understand how it works, ensure you make the most of all the exciting features, and provide you with handy tips for troubleshooting.

Where to find information on your account

To check your TELUS Satellite TV account or to make changes to your programming package, please call 310-MYTV (6988).

About Satellite TV reception

Satellite TV uses satellites in orbit over the earth to deliver television and audio programming. The satellites stay aligned over one place on the surface of the earth, so once your satellite dish is aimed, it won't have to move to follow them.

Weather interference

Heavy rain, snow or dense cloud cover can sometimes reduce the satellite signal, which may interrupt your service. Your service will return after the weather condition has passed. The TELUS installer will aim the satellite dish during installation to get the strongest signal and help prevent rain and snow from causing interruptions.

Solar interference

Twice a year, as the sun orbits the earth, the sun moves to a position behind the satellite. This event occurs during a few days at the beginning of each spring and fall. During these brief periods, you won't be able to access your programming. This will only last a few minutes.

Connecting to your home phone

Your satellite receiver is equipped with a standard telephone jack and must be connected to an active home phone line. Once connected, you can order Pay Per View events and channels using your remote control, use the Interactive TV weather features, and access other services from TELUS Satellite TV such as onscreen Call Display (see full instructions on Connect Your home phone on page 17).

Screensaver

Whenever the receiver is turned off using your remote control or front panel power button, you'll see the TELUS logo moving around your TV screen. This feature is included to assure you that the connections between your receiver and TV haven't been lost. Press SELECT or the power button on the front panel of your receiver to resume watching programming.

Quick tip

Turning your receiver off when you're not watching TV will ensure your software is kept up-to-date.

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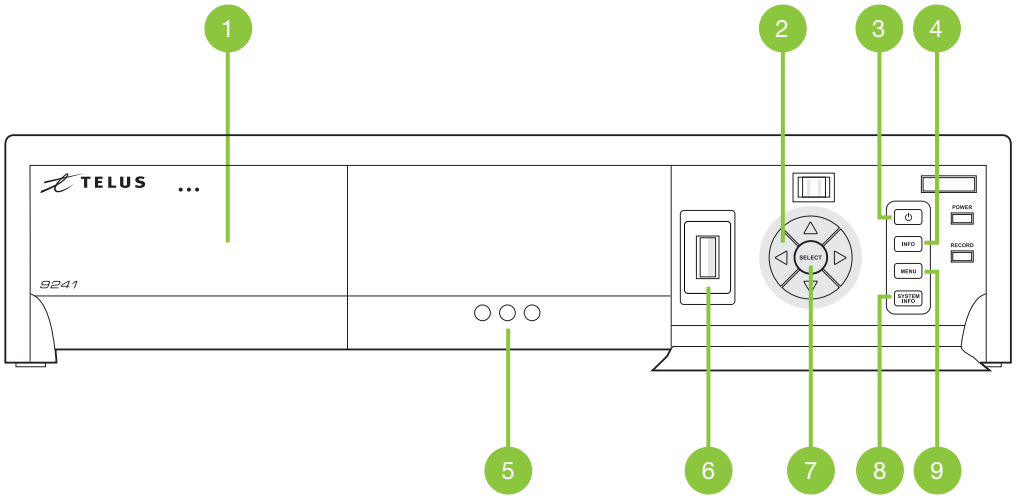
Your TELUS HD Personal Video Recorder (PVR)

Front view

Use this as a reference for all of the functions and connections of your receiver.



1. Smart card door – Slot for smart card for future use
2. Arrows – Moves selection up, down, left or right
3. Power – Turns receiver power on/off
4. Info – Displays program information
5. Infrared port – Receives signals from your remote control
6. USB port – Connects to your external hard drive
7. Select – Selects highlighted item
8. System info – Displays the System Information screen
9. Menu – Displays the main menu screen

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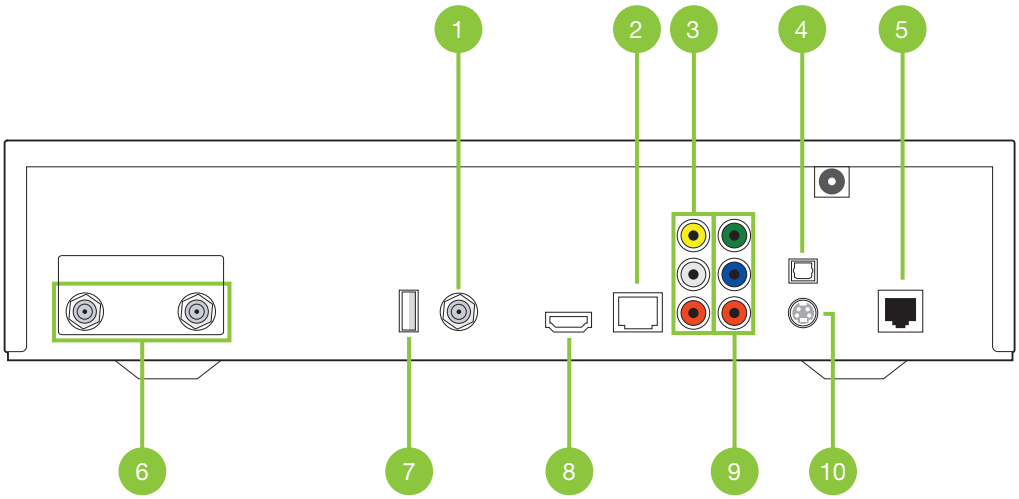
Your TELUS HD PVR

Back view



1. Remote antenna – Connects to UHF antenna for remote control
2. Ethernet port – Not currently enabled
3. RCA video/audio (out) – These connections are ideal for VCRs and older TVs; the audio ports can be used independently if other video connections have been used
4. Optical audio (out) – This is an all digital audio connection, ideal for audio receivers
5. Phone jack – Connects to your telephone line
6. Satellite in – Connects to your satellite signal
7. USB port – Connects to your external hard drive
8. HDMI (out) – HDMI is the highest fidelity HD connection that contains both audio and video signals; use for HD TVs
9. Component video (out) – Component video cables can be used for high quality signals to either HD or non-HD TVs
10. S-Video (out) – S-Video is preferred for older TVs

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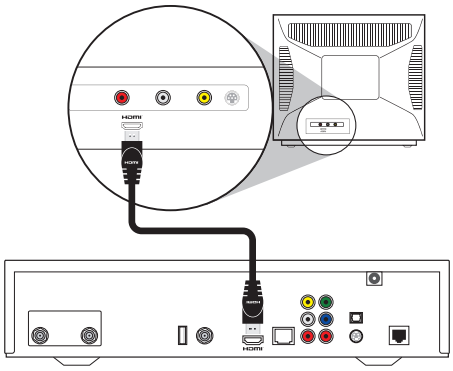
Connecting your system

This chapter is the perfect place to find out how to connect the receiver to your TV and stereo equipment. You'll find the following information particularly helpful if you decide to move your receiver or if you get a new TV, VCR or DVD player.

Connecting your audio and video

Connect the audio and video outputs on your receiver to the audio and video inputs on your TV.

HDMI cable



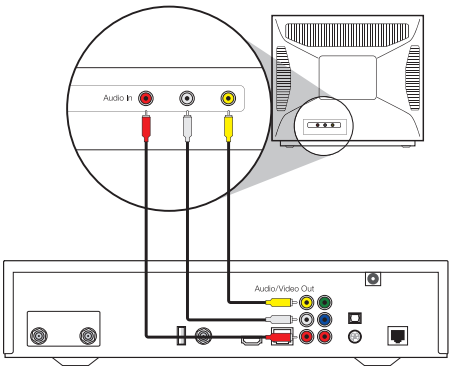
Best setup

Use this if you are connecting with an **HDMI cable**.

An HDMI connection provides the highest quality audio and video to your HDTV through one cable. It supports both video and digital surround sound. This is the connection to use if you are setting up HD.

1. Connect an HDMI cable between your TV and receiver.
2. Turn on your receiver and TV using the front panel buttons.
3. Confirm that you are getting a picture from the receiver. Consult your TV's user guide if you need to change the audio/video input on your TV.
4. If you don't see a picture, see Troubleshooting tables on page 68. In most cases, connecting the HDMI cable will optimize your TV's display settings. However, your TV may require selecting a different format to display from the receiver during setup.
5. Turn up the volume on your TV to confirm you have sound. If you don't, your system may require you to connect RCA cables between your receiver and TV.

RCA cables



Great setup

Use this if you are connecting with **RCA cables**.

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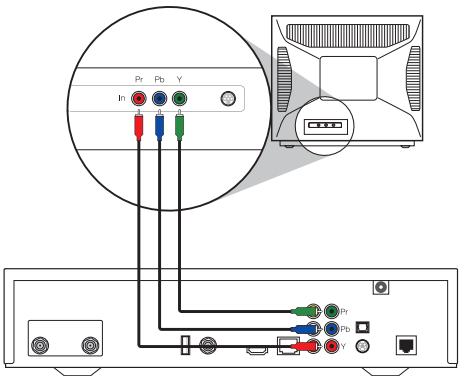
Connecting your system

Connecting your video

Connect the video outputs on your receiver to the video inputs on your TV.

Component video cables



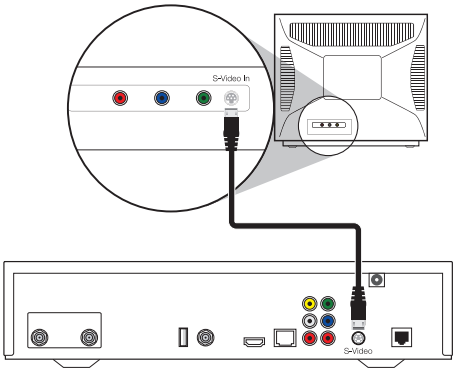
Best setup

Use this if you are connecting with **component video cables**.

A component cable provides high quality video to your HDTV.

1. Connect the component cable between your receiver and TV.
2. If you don't see a picture, change the resolution setting on your receiver.
3. Turn the volume up on your TV to confirm you have sound. If you don't, check to ensure the component cables are properly connected.

S-Video cable



Great setup

Use this if you are connecting with an **S-Video cable**.

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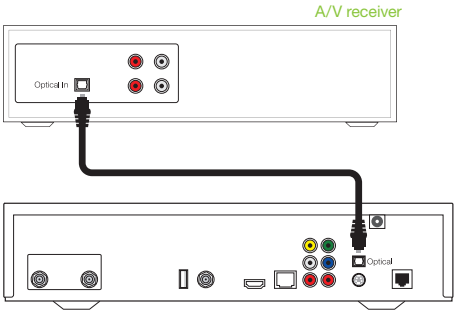
Connecting your system

Connecting your audio

Connect the audio outputs on your receiver to the audio inputs on your TV or A/V receiver.

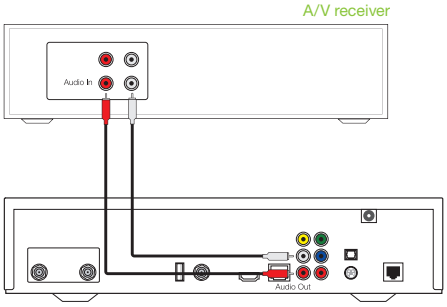
A/V receiver with an optical cable



Best setup

Use this if you are connecting surround sound through an **A/V receiver with an optical cable**.

A/V receiver with RCA cables



Great setup

Use this if you are connecting through an **A/V receiver with RCA cables**.

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Your remote control

Tired of multiple remotes? The TELUS Satellite TV remote is universal and works with most TVs, DVD players, VCRs and A/V receivers. For information on programming your remote, please see pages 26 to 31.

SAT	SAT	Switches your remote to satellite mode
TV	TV	Switches your remote to TV mode
POWER	POWER	Turns the device(s) you're controlling on and off
VCR	VCR	Switches your remote to VCR mode; also works on DVD players
AUX	AUX	Switches your remote to auxiliary mode such as a DVD player or A/V receiver
TV	TV	Turns your TV on and off
MENU	MENU	Displays the main menu
TV/VIDEO	TV/VIDEO INPUT	Scrolls through available TV or video input sources
PAGE UP PAGE DOWN	PAGE	Moves channel listings up or down one page at a time on the onscreen guide
VOLUME UP VOLUME DOWN	VOLUME	Decreases and increases volume
MUTE	MUTE	Turns all sound on and off
GUIDE	GUIDE	Displays the onscreen guide
MOVE SELECTION		Moves channel selection up and down; also navigates up, down, left or right through menus and guides
THEMES	THEMES	Searches for programs using themes
BROWSE	BROWSE	Searches what's on other channels while you continue to watch your program
SELECT	SELECT	Selects highlighted item
RECALL	RECALL	Returns to the previous channel
INFO	INFO	Displays the description of the selected program
VIEW LIVE TV	VIEW LIVE TV	Returns to viewing live TV
PVR	PVR	Displays the list of recorded programs
SKIP BACK	SKIP BACK	Skips back 10 seconds
SKIP FWD	SKIP FWD	Skips forward 30 seconds
BACK	BACK	Reverses your recorded program, live TV or VCR/DVD
PAUSE	PAUSE	Pauses your recorded program, live TV or VCR/DVD
FWD	FWD	Advances your recorded program or VCR/DVD
STOP	STOP	Stops your recorded program or VCR/DVD
PLAY	PLAY	Plays your recorded program or VCR/DVD
RECORD	RECORD	Records live TV on your PVR
iTV	iTV	Directs you to Channels On
FORMAT	◄/FORMAT	Formats the picture width of the program you're viewing
SEARCH	SEARCH	Displays the search menu

Please note that SWAP, PIP, POSITION and iTV are not currently enabled.

Quick tip

Because your remote is UHF, you don't need to point it directly at the receiver; you can even hide the receiver behind a panel in a TV stand.

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Low battery warning

When you see a low battery warning message on your screen, the batteries in your remote control need to be replaced. Your remote uses 4 AAA batteries. When you need to replace them, insert new batteries into the back panel on the bottom of your remote.

Quick tip

If your remote control doesn't seem to be working very well (for example, you have to press POWER more than once to turn the receiver on or off), it's a good indication that the batteries are getting weak.

Quick tip

When you're in SAT mode and you switch to another device, a pop-up window alerts you that the remote control is no longer controlling your receiver.

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Setting up to display in HD

If you have subscribed to HD programming, use the following steps to select the desired HDTV format.

1 Press MENU to open the main menu.

2 Use to highlight System Setup and press SELECT.

3 Use to highlight HDTV Setup and press SELECT.

4 Use to highlight the HD Format Settings that match the format that your TV supports and press SELECT.

5 Use to highlight the Aspect Ratio option that matches your TV and press SELECT. You can choose between the following options:

16:9 is the setting for widescreen HDTV display.	4:3 #1 is the setting to use on a 4:3 TV that uses vertical compression. When displaying a 16:9 feed, the picture will show black bars on the top and bottom of the screen.	4:3 #2 is the setting to use on a 4:3 TV that does not have internal vertical compression. When displaying a 16:9 feed, the picture will appear tall and skinny.

6 Press to highlight Done and press SELECT.

7 If required, set up your HDTV to display in the format you desire. Some HDTVs will automatically adjust to the resolution setting on your receiver.

Connecting to your TELUS Satellite TV antenna

Before you can begin connecting your receiver to your TELUS Satellite TV antenna, you must first complete the previous sections on connecting your TV to the receiver.

1 Connect 2 RG-6 coaxial cables between the Satellite In 1 and Satellite In 2 ports on the receiver's back panel to 2 available ports on either the switch or LNBF in your existing system.

2 Press MENU to open the main menu, highlight System Setup, then Installation, and then Point Dish to display the Point Dish screen on the TV.

3 Select Check Switch. Select Test.

4 The receiver begins performing the check switch tests. When it's finished, the installation summary screen displays.

5 Make sure that the information on the installation summary screen identifies your system correctly and shows all transponders for all satellites in your system.

6 Select OK to go to the Point Dish screen.

7 Select Cancel to exit the point dish menu. At this point, the receiver may start downloading software. If it does, follow the onscreen instructions and don't use the receiver until the process is complete. Otherwise, press VIEW LIVE TV. After a few minutes, you should be able to view your programming.

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Connecting your home phone

You must keep your receiver connected to your home phone to order Pay Per View (PPV) events, use the interactive weather features, or use other services with your remote.

You may be able to use a wireless phone jack; however, this may not support all the features such as onscreen Call Display.

If you have subscribed to TELUS High Speed or equivalent you may have to install a DSL filter to successfully connect with TELUS Satellite TV. Call 310-MYTV (6988) to order your free filter.

Phone system setup

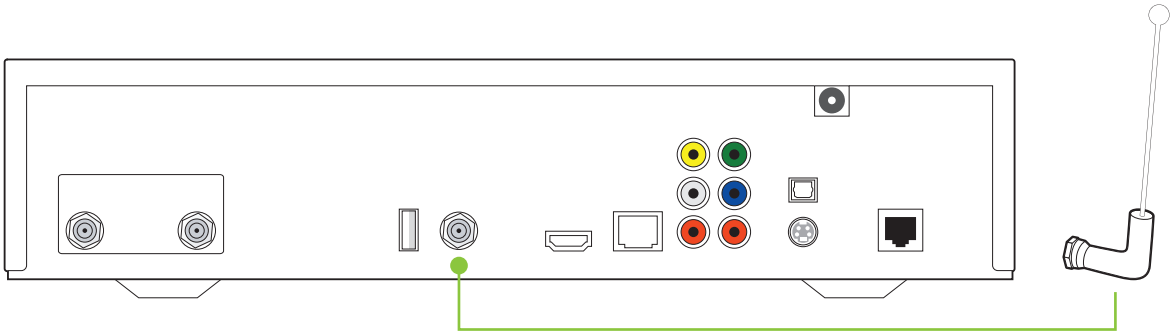
Connect a phone cable from the back of the receiver to an active home phone wall jack.

You must also set up the receiver for your home phone and set a prefix if you need one to make an outside call. For most installations, all you need to do is set the home phone system type. The default setting of no prefix will allow correct dialing.

1. Press MENU to open the main menu.
2. Use ▲▼ to highlight System Setup and press SELECT.
3. Use ▲▼ to highlight Installation and press SELECT.
4. Use ▲▼ to highlight Phone System and press SELECT.
5. Navigate to Touch Tone or Rotary Phone in the phone type list and press SELECT.
6. Navigate to No Prefix or Prefix Code in the outside line prefix list and press SELECT.
7. If you selected No Prefix press ▶ to select Done and press SELECT.
8. If you selected Prefix Code: using the number buttons on your remote, enter the exact sequence you dial to obtain an outside phone line.
9. Press ▶ to highlight Done and press SELECT.

Attaching a remote antenna

Before you can use the UHF Pro remote, you need to attach the remote antenna to the receiver's antenna input – you'll find this on the back panel of the receiver. If you need extra tips, please see Adjusting the remote antenna on page 24.



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Connecting an external hard drive

Attach an external hard drive to your TELUS HD PVR to store even more of your favourite shows.

When purchasing an external hard drive, check that it meets these specifications:

- 7200 RPM
- Between 40 GB and 1.0 TB of capacity
- Holds a single hard drive (enclosures holding 2 disks are not supported)
- Plugs into an AC power outlet
- USB 2.0 connection
- No sleep mode (cannot power down when idle)

Quick tip

3.5" external hard drives are more likely to meet the specifications than 2.5" external hard drives, which are designed more for portable use.

Attaching an external hard drive

1 Connect your external hard drive to the USB port on the back of the receiver.

2 Navigate to Yes and press SELECT to format the drive.

3 Navigate to Yes and press SELECT to proceed with formatting. This will result in the loss of all previous data on the external hard drive.

4 The external hard drive will begin formatting and your receiver will automatically restart. This process will take approximately 5 minutes.

Your external hard drive is now attached and ready for use.

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Connecting an external hard drive

Archiving programming to your external hard drive

1 Press MENU to open the main menu.

2 Use to highlight Multimedia and press SELECT.

3 Use to highlight External Hard Drive and press SELECT.

4 Highlight Archive Recordings and press SELECT.

5 Navigate to the programming list and select the shows you wish to archive to your external hard drive.

6 Highlight Archive and press SELECT. The programs will now be moved to the external hard drive.

You can return to live TV as your programs are being transferred. A pop-up window will appear to confirm when the transfer is complete.

Managing your recordings on your external hard drive

Managing recordings on your external hard drive is the same as viewing and deleting recordings on your PVR. Use the following steps to select the external hard drive, then manage your recordings as described in the Timers and PVR section on page 19.

1 Press MENU to open the main menu.

2 Use to highlight Multimedia and press SELECT.

3 Use to highlight External Hard Drive and press SELECT.

4 Highlight Manage My Recordings and press SELECT.

5 Navigate to the recordings list and select the shows you wish to manage.

Quick tip

You can quickly access recordings on your external hard drive by pressing PVR .

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Using your TELUS Satellite TV service

Using the menu

The menu makes using the receiver and selecting programs quick and easy. Use the menu to switch between features such as search, locks, daily schedule, preferences and more.

Surf zones

TELUS Satellite TV channels are organized by surf zones. That way, categories like sports, news or lifestyle are all grouped together so you can easily surf through your favourite channels.

Channels	Surf zone
10–91	Descriptive video
100–187	French language programming including PPV
196–298	Digital standard and U.S. Superstations
299–382	Movies, including PPV
388–479	Sports
500–599	News, learning, family and music
600–660	Lifestyle and variety
697–730	International programming
747–782	Mature programming, including PPV
901–988	Radio
1000	English On Demand Movies
1030–1283	High Definition: Networks and U.S. Superstations
1251–1283	High Definition: Movies
1400–1534	High Definition: Sports
1564–1726	High Definition: News, learning, family
1800	French On Demand Movies
1802–1891	High Definition: French programming
1933	High Definition programming

Navigating

Use the following buttons on the remote control:

MENU	Opens the main menu, then opens any of the other menus from the main menu
GUIDE	Opens the onscreen guide
◄	Opens the Themes & Search menu
►	Displays the browse banner
VIEW LIVE TV	Closes a menu and returns to watching a program
▲ ▼	Scrolls through the menu; when a menu option or onscreen guide item is highlighted, it becomes green

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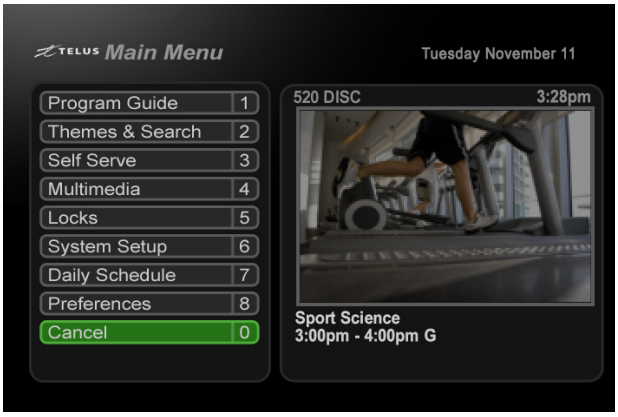

Quick tip

If the menu option has a number next to it, you can press that number button on your remote so you don't need to highlight the option first.

List of menus

PROGRAM GUIDE	Accesses the onscreen guide
THEMES & SEARCH	Searches programs by theme, title or description
SELF SERVE	Accesses Channels on Demand
MULTIMEDIA	Accesses stored recordings
LOCKS	Allows the primary user to block content
SYSTEM SETUP	Accesses system features such as Call Display and Pay Per View history
DAILY SCHEDULE	Lists scheduled Recordings, Auto Tunes and Reminders
PREFERENCES	Sets up your receiver's preferences

When you make a choice in a list, the receiver does not apply the change until you select Save or Done. If you don't want to save any changes, select Cancel to discard all the changes made in the menu.

Cancelling an action

You can cancel an action 3 ways:

- Press VIEW LIVE TV if you want to return to watching a program
- Press CANCEL if you want to return to the previous menu
- Wait a few moments and the menu will close automatically, discarding any changes you've made

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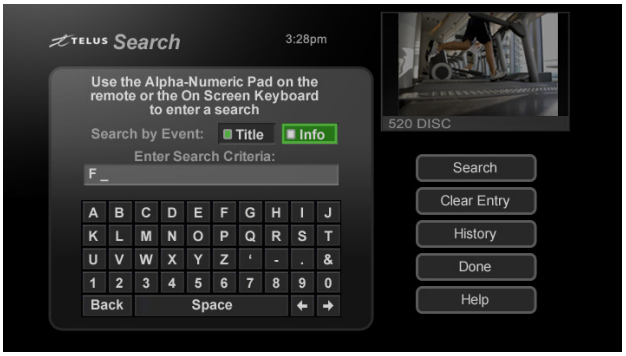
Using text fields

When you use features on the receiver you might be required to enter information, such as the name of a movie, into areas known as text fields.



You have 2 ways to enter the information:

- Use ◄ ► or ▲▼ to navigate the onscreen keypad. Press SELECT to select the characters you want.
- Use the number buttons on your remote like you would on a cell phone while the field is highlighted. For example, when looking for the channel and times to watch "Cooking with Shawna", you press 2 3 times for a C, press 6 3 times for an O, press 6 3 more times for a second O, and press 5 2 times for a K to spell the word "Cook".

When the cursor is in the text field:

- Press ◄ to delete characters
- Press ◄/FORMAT * to move back without deleting characters
- Press 0 to enter a blank space, such as between words
- Use the ► to move forward without deleting characters

You can keep from accidentally changing the channel or input on your TV by programming the remote in limited mode (page 26).

Once you've entered the term, scroll down in the resulting list of channels and press SELECT when you see the one you want.

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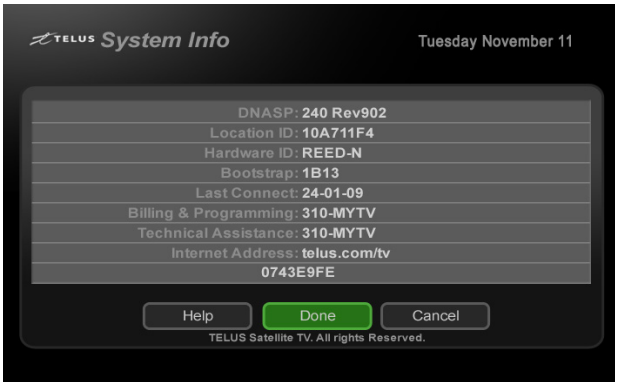
Improving receiver control



1 Press System Info on the receiver's front panel. The System Information will display onscreen and show the remote address. If you want to change the address for remote control, write down the primary remote address: _____.

2 Press and hold SAT for about 3 seconds, until all of the mode buttons light up, and then let go.

3 Use the number buttons on your remote to enter any number between 1 and 16 other than the number you wrote down in step 1.

4 Press SEARCH #. If you entered the address correctly SAT will flash 3 times. Write down the number you entered: _____.

5 Press MENU twice to open the System Information screen. Make sure the remote address you see on the System Information screen is the same as the one you entered in step 3. If it isn't, the remote won't be able to control the receiver.

6 Press SELECT to close the System Information screen.

Checking the remote control address

You can see what address is programmed on the remote control by completing these steps:

1 Close any menus and press and hold SAT for 3 seconds until all of the mode buttons light up, then let go.

2 Press MENU twice. SAT will flash the same number of times as the address number (3 flashes means address 3).

Confirming remote control operation

Complete the following steps to make sure the remote operates the receiver:

1 Make sure the remote is in SAT mode.

2 Press System Info on the receiver's front panel to display the System Information screen on the TV.

3 Press RECORD. The primary remote address in the System Information screen changes to match the address preset in your remote control.

4 Press POWER to turn receiver on/off.

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Adjusting the remote antenna

You want to set the remote antenna straight up so you can use your remote from as far away as possible. You'll find the antenna at the back of the receiver; make sure it doesn't touch anything.

If your UHF Pro remote control isn't working very well from far away, you may be experiencing interference from objects near your receiver. To improve your remote control's range, try the following:

1. Place the receiver higher than all of the other equipment in your entertainment centre.
2. Leave room above the receiver so that the antenna can be installed straight up. If this isn't possible, tilt the UHF antenna at about a 30° angle.
3. Place the UHF antenna outside the entertainment centre using a coaxial cable to connect the antenna to the receiver.
4. Move the receiver to other locations.
5. Install a UHF attenuator. See Installing a UHF attenuator, on page 25 for details.

Changing the UHF frequency of your remote control using the A/B switch

1. Remove the battery cover from your remote control.
2. Use a small screwdriver or a paper clip to carefully change the setting on the A/B switch.
3. Put the battery cover back on your remote control.
4. Press the System Info button on the front panel to open the System Information screen.
5. Press RECORD.
6. Make sure the System Information screen shows the correct band information:
   – Switch position A - IR/UHF Pro Band A
   – Switch position B - IR/UHF Pro Band B

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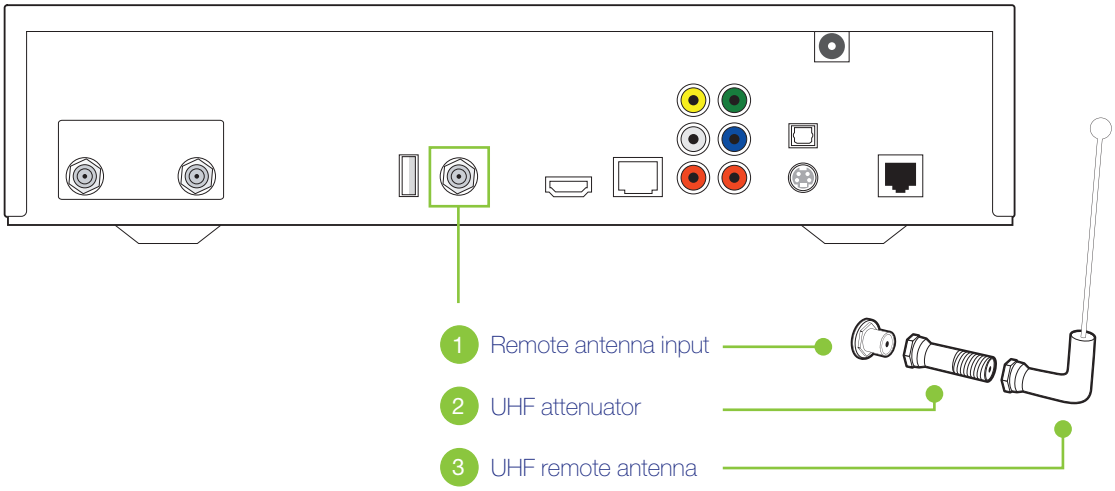
Installing a UHF attenuator

Unwanted UHF signals may interfere with signals from the remote control to the receiver. To prevent such interference, you can install a 10 dB attenuator (available at many consumer electronics parts stores). Adding this attenuator will help keep out stray UHF signals, but it will also cut down how far away you can use your remote control.

1. Remove the UHF antenna from the UHF remote antenna input on the receiver's back panel.
2. Attach a 10 dB attenuator to the UHF remote antenna input.
3. Attach the UHF antenna to the attenuator.



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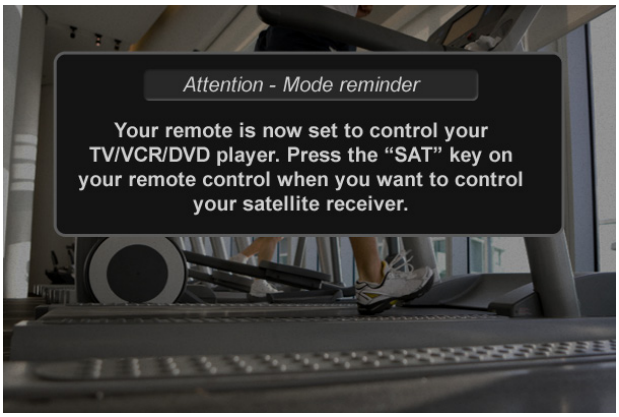
Setting up your remote to control other devices

To use your remote to control other devices such as a TV, VCR, DVD player, tuner or A/V receiver, you must first program it to control them. You can do this by either following the instructions in Setting up your remote control using device code tables on page 27 or the Setting up your remote control using device codes scan procedure described on page 28.

Remote control modes

Use the remote control's mode buttons to ensure you are controlling the desired device. To change the mode, press the button for the device you want the remote to control. The mode button lights for 2 seconds to show you that you've set the remote to that mode.

SAT	For your TELUS Satellite TV receiver
TV	For your TV
VCR	For your VCR or DVD player
AUX	For your A/V receiver, VCR or DVD player



Quick tip

When you're in SAT mode and you switch to another device, a pop-up window alerts you that the remote control is no longer controlling your receiver.

Limited mode

You can program your remote control to work in limited mode to keep from accidentally changing the channel on your TV or VCR. When you use your remote to control your TV in limited mode, you'll only be able to use power, mute and volume. Also, when you use the remote to control your VCR in limited mode, you'll only be able to use power and the VCR function buttons.

Turning limited mode on and off

1. Press and hold mode (for example TV) until all the mode buttons light up. Release the mode button.
2. Press PAGE ▲ to turn limited mode on or PAGE ▼ to turn limited mode off.
3. Press SEARCH #.

Limited mode is not used with A/V receivers.

Combination devices

If you are programming your remote to control a combination device, such as a TV/VCR or a TV/DVD, program the remote control in one mode, and then repeat the procedure in the other mode. For example, to program the remote to control a TV/VCR using code 748, follow the instructions to program the remote to control the TV using code 748, and then repeat the instructions for the VCR using the same code.

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Setting up your remote control using device code tables

	INSTRUCTIONS	ADDITIONAL INFORMATION
1	Turn the device on.	Use the device's front panel buttons or the remote control.
2	Find the brand name of the device in the tables starting on page 71.	If the brand isn't listed, see Setting up your remote control using device codes scan on page 28.
3	Press and hold the mode button until all the other mode buttons light up, and then let go of the button. The mode button should flash.	For example, hold TV for a TV until all of the other mode buttons light. When you let go, TV will flash.
4	For AUX mode only. Press 0 for a second TV, 1 for a second VCR or DVD player, or 2 for an A/V receiver.	This step is for programming which kind of device should be programmed in AUX mode. If you're not programming in AUX mode, skip to step 5.
5	Enter one of the 3-digit device codes from the table using the number buttons on your remote.	The 3-digit device code should be for the brand name of your device that you found in step 2.
6	If you want to program limited mode, press 1. If not, skip to step 7.	See Limited mode on page 26 for more information.
7	Press SEARCH # .	If you entered the code correctly, the mode button should flash 3 times.
8	Press POWER to turn off the device. If the device does not turn off, go to step 10.	If the code works, the device should turn off.
9	Turn the device back on and try some other buttons to make sure they work. If the code works for other buttons, stop here.	Sometimes POWER works when other buttons don't. If in limited mode, try VOLUME or MUTE.
10	If the code doesn't work, repeat steps 3 through 9 with another device code from the tables.	Try every code listed for your brand until one works for your device.
11	If you can't find a code that works try Setting up your remote control using device codes scan on page 28.	

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Setting up your remote control using device codes scan

If the code for your device isn't listed in the tables starting on page 71, use this procedure to scan the remote control's memory for the device code.

	INSTRUCTIONS	ADDITIONAL INFORMATION
1	Turn the device on.	Use the device's front panel buttons or its remote control.
2	Press and hold the appropriate mode button until all the other mode buttons light up, and then let go of the button. The mode button should flash.	For example, hold TV for a TV until all of the other mode buttons light. When you let go, TV will flash.
3	For AUX mode only. Press 0 for a second TV, 1 for a second VCR or DVD player, or 2 for an A/V receiver. Then press ◄/FORMAT *.	This step is for programming which kind of device should be programmed in AUX mode. If you're not programming in AUX mode, skip to step 4.
4	Press POWER.	This puts your remote in the scan mode.
5	Press ▲ or ▼ repeatedly until the device turns off.	As you press ▲ ▼, the remote tries each code in the memory to see if it can turn off your device. When the device turns off, you have found a code that might work. Note: The mode button for the device will flash rapidly 8 times when you've scanned all the codes for that device.
6	Press SEARCH #.	The mode button flashes 3 times if you have entered the code correctly. This stores the code you found.
7	Turn the device back on and try some other buttons to make sure they work.	Sometimes POWER works when other buttons don't. If using limited mode, try VOLUME − + or MUTE.
8	If necessary, repeat this procedure until you've tried all the codes.	

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Finding device codes

	INSTRUCTIONS	ADDITIONAL INFORMATION
1	Press and hold the appropriate mode button until all the other mode buttons light up, and then let go of the button. The mode button should flash.	For example, hold TV for a TV until all of the other mode buttons light. When you let go, TV will flash.
2	Press SEARCH twice. Watch the mode light to determine your code. The mode button flashes the number for each digit of the device code, with a pause between the groups of flashes. A quick flash is for zero.	For example, if the code is 570, the mode button flashes 5 times, pauses, flashes 7 times, pauses, and flashes once quickly.
3	For AUX mode: The first group of flashes tells you what the AUX mode controls. A quick flash before the 3-digit code is for a TV; 1 regular flash is for a VCR or DVD player; and 2 flashes are for a tuner, or amplifier.	For example, if the TV code is 570, AUX flashes once quickly (indicating 0 for TV), pauses, flashes 5 times, pauses, flashes 7 times, pauses, and flashes once quickly.
4	For a satellite receiver programmed in AUX mode: AUX will flash the same number of times as the address number.	For example, if the receiver address is 3, AUX flashes 3 times.
5	For limited mode: If you have programmed a TV, VCR or DVD player in limited mode, the mode button flashes once at the end of the flash sequence.	For example, if the TV code is 570, AUX flashes once quickly (indicating 0 for TV), pauses, flashes 5 times, pauses, flashes 7 times, pauses, flashes once quickly, and then flashes once (indicating limited mode).

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Controlling an A/V receiver

Use the following remote control buttons to control your A/V receiver.

Set up the remote as described on pages 26 to 31.

Press AUX to set the remote to AUX mode (AUX will stay lit for 2 seconds).

Be sure to keep the remote in AUX mode to use the following buttons:

POWER	Turns the tuner/amplifier on and off
VOLUME	Controls tuner/amplifier volume (programming required)
MUTE	Turns all sound on and off
	Channel up/down
SELECT	Changes tuner/amplifier inputs

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Switching between TV and device volume control

When you set up the remote to control a TV, the mute and volume buttons control the TV volume. However, if you want to use the AUX mode to control an A/V receiver and the device has a volume setting, you can set up the remote to control that device's volume instead of the TV's volume. Be sure to set up your remote to control your device in AUX mode before using this feature. See page 30.

Setting the remote to control device volume

1 Press and hold AUX for 4 seconds until it flashes.

2 Press SEARCH #.

3 Press VOLUME +.

4 Press 0.

5 Press SEARCH #. AUX will flash 3 times.

6 Press SAT.

7 Press VOLUME + to make sure the volume works on your devices.

Setting your remote back to control TV volume

1 Press and hold TV for 4 seconds until it flashes.

2 Press SEARCH #.

3 Press VOLUME +.

4 Press 0.

5 Press SEARCH #. AUX will flash 3 times.

6 Press SAT.

7 Press VOLUME + to make sure the volume works on your devices.

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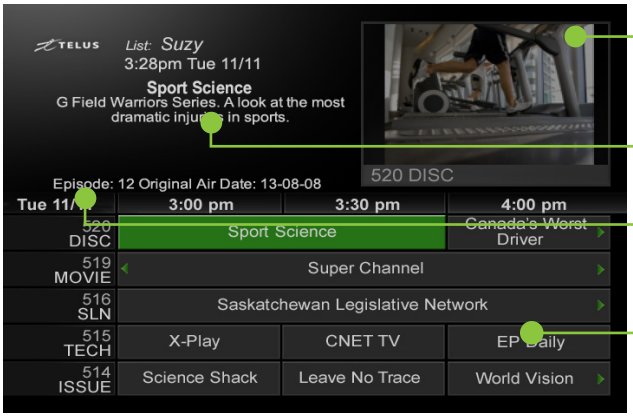
Using the onscreen guide

Use the guide to find out which shows are on now and which ones are coming up. The program guide shows programs on now and up to 9 days in advance.



Picture in guide
Continue to watch your program while searching the onscreen guide.

Information
Details about a highlighted program.

Guide
Displays program listings by channel and time.

Programming view
Shows program listings for the next 9 days.

Quick tip

Press SELECT on a program scheduled in the future to schedule a Reminder, Auto Tune or Recording.

1. Press GUIDE to open the onscreen guide.
2. Use ▲▼ to scroll through program listings by channel or PAGE ▲▼ to scroll through them 1 page at a time.
3. Use ◀▶ to move forward or back in time up to 9 days ahead.
4. Press SELECT to tune in to the highlighted program.
5. Press INFO to learn more about the program you highlighted.

A light grey background behind a channel means you haven't subscribed to the channel. To subscribe to a channel, call 310-MYTV (6988) or go to channel 188 to see the Channels on Demand.

Quick tip

Press SKIP FWD or SKIP BACK to move forward or back in the program listings a day at a time. To skip ahead a specific amount of time, enter the amount of hours (up to 44) using the number buttons on your remote and press ◀▶ to move forward or back in the schedule.

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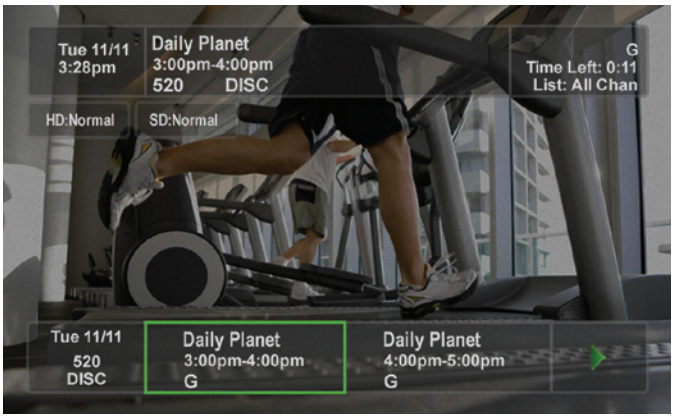
Using the browse banner

With the browse banner, you can check what other programs are on, without interrupting your viewing.

When the browse banner is open you'll see the program banner information relating to the current program at the top of the screen and also at the bottom left of the screen. Information about the next program can be found at the bottom right of the screen.



1 While watching a program, press to open the browse banner.

2 Use to browse current programs on other channels.

3 Use to move forward and backward in the schedule.

4 Press SELECT to tune to that channel.

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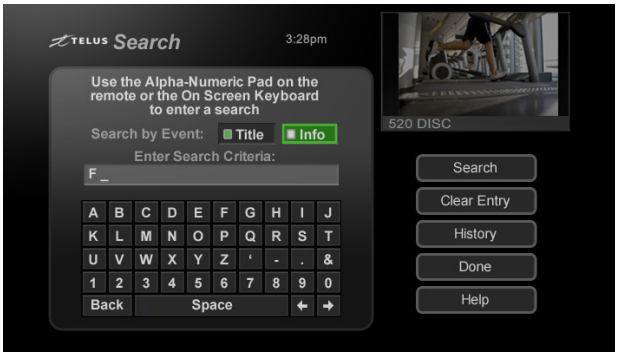
Using search

Use search to find your favourite shows. This feature will search all channels and find programs that match keywords that you enter.



1 Press SEARCH # to open the search screen.

2 Use ◄ ► to highlight Title to search for words that appear in the title of the program or Info to search for words that appear in the program description and press SELECT.

3 Using the onscreen keypad or the number buttons on your remote, enter the word or program title you would like to search for in the search criteria field.

4 Use ◄ ► to highlight Search and press SELECT.

5 Use ▲▼ and ◄ ► or PAGE ▲▼ to scroll through your search results and press SELECT to tune in to a program. If you highlight a program that is on now, the receiver tunes to that program. If you highlight a program that is in the future, you will be able to schedule an Auto Tune, Reminder or Recording.

6 Press ► to highlight Done and press SELECT to close the search results screen.

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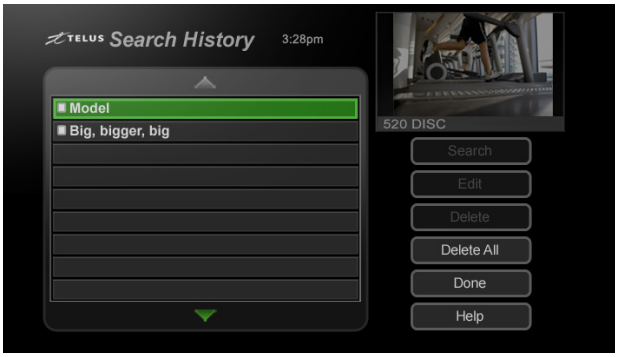
Using search history

Your receiver creates a history of all of your previous searches, which you can reuse instead of typing the information again.



Quick tip

Use the edit or delete options to change or delete search keywords.

1 Press SEARCH # to open the search screen.

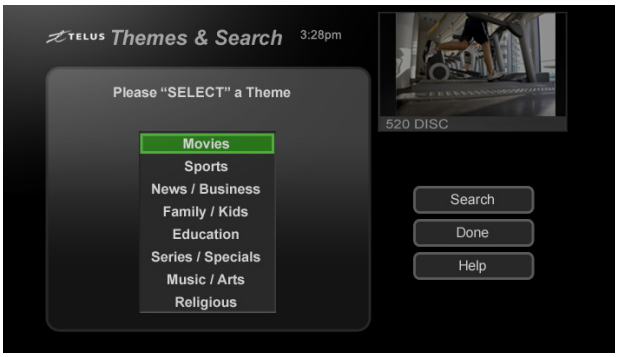
2 Use ▲▼ to highlight History and press SELECT to display the Search History screen.

3 Use ▲▼ to highlight the keyword you want to search for from the history list.

4 Press ▶ to highlight Search and press SELECT.

Finding a program by its theme

You can list and choose programs by theme such as movies or sports. You can then access program lists based on that theme and choose the one you want.



Quick tip

Press VIEW LIVE TV to cancel almost any screen and return to live TV.

1 Press ◀ to open the Themes & Search menu.

2 Use ▲▼ to select a category and press SELECT.

3 Press ◀ to access the program list and use ▲▼ to highlight the desired program and press SELECT. If you select a program that's on now, the receiver will tune to that program. If you choose an upcoming program, the Create Timer screen will display.

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Timers and Personal Video Recorder (PVR)

With the power to pause, replay and record live TV with the touch of a button, your PVR puts you in total control of your TV viewing. Plus, you have the ability to store up to 200 hours of standard definition (SD) or up to 30 hours of HD programming. You can record a program while watching live TV or record 2 programs while watching a pre-recorded program.

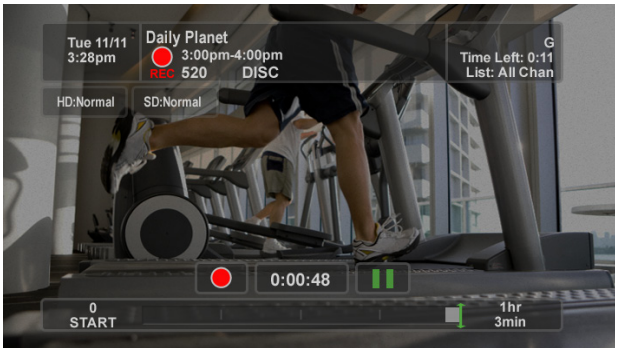
Pausing live TV

When watching a live program you can pause up to 1 hour. The onscreen pause timer shows you how long you've paused and how far you're behind the live program. If you think you might be away from your TV for more than an hour but don't want to miss any of your show, consider recording the program (see pages 38 and 39).

1 Press PAUSE.

2 Press PLAY to start playing the program at the point you paused.

3 Press VIEW LIVE TV to go back to live TV.



Reversing, fast-forwarding and skipping

Your PVR temporarily saves the program you are watching for up to 1 hour, allowing you to pause, rewind and fast-forward.

BACK	Reverses a program 4x, 15x, 60x or 300x normal speed by pressing it 1, 2, 3 or 4 times. For a live program, you can only go as far back as the last channel change or 1 hour, whichever occurs first.
FWD	Advances a program 4x, 15x, 60x or 300x normal speed by pressing it 1, 2, 3 or 4 times. You cannot view programming that hasn't yet been broadcast.
SKIP BACK	Skips back in a program 10 seconds. Press again to skip back further.
SKIP FWD	Skips forward in a program 30 seconds. Press again to skip ahead further.

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Using slow motion and frame by frame

Take full advantage of your PVR and use the slow motion, frame-by-frame advance or reverse features while you watch live TV.

Reverse slow motion

- Press PAUSE and then press BACK to reverse the program in slow motion
- Press BACK once to reverse the program at 1/4 the speed of normal play
- Press BACK twice to reverse at normal speed
- Press PAUSE and then press SKIP BACK to reverse the recording frame-by-frame

Forward slow motion

- Press PAUSE and then press FWD to advance the program in slow motion
- Press FWD once to advance at 1/15 the speed of normal play
- Press FWD twice to advance at 1/4 the speed of normal play
- Press FWD three times to play the program
- Press PAUSE and then press SKIP FWD to advance the recording frame-by-frame

Please note, you can't fast-forward into a live program that has not yet been broadcast.

Recording live TV

Record live TV so you can watch your shows on your schedule. PVR recordings are listed in the My Recordings screen, which you can find quickly by pressing PVR.

1. Press RECORD.
2. Use ◄ ► to highlight OK or Options and press SELECT.
3. If you selected Options, select the desired recording option.
4. Navigate to OK and press SELECT.

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Watching a recording

1 Press PVR to open the My Recordings screen.

2 Use to select from the list of recorded programs and press SELECT.

3 Use to highlight Start, Start Over or Resume and press SELECT.

Recording while watching live TV

You can set up your satellite receiver to either record a program while watching another, or record 2 programs while watching one you've already recorded.

1 Press GUIDE to open the onscreen guide.

2 Navigate to the program you want to record now and press SELECT.

3 Press RECORD.

4 Use to select OK to begin recording now or Options to customize your recording settings. Press SELECT.

5 If you selected Options, see Recording options on page 39 for your choices.

6 Press GUIDE to open the onscreen guide again.

7 Navigate to select the second program you want to record and press SELECT.

8 Press RECORD and use to select OK to begin recording or Options to customize your recording settings.

9 Press PVR to display the PVR events screen. You should see the 2 programs that are recording, indicated by the red dot next to the listings.

10 Use to select a program that you recorded earlier and start the playback.

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Timers and Personal Video Recorder (PVR)

Recording options

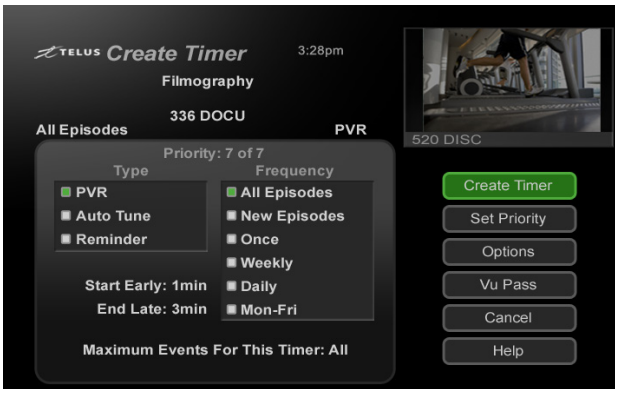
When you set up a timer to record a live program you can choose from the following options:

- Stop Recording Manually – The receiver will record until you press STOP
- Extend End Time – You can extend the stop time for the recording. This option is useful for programs that might run overtime such as sporting events or awards shows.
- Create a Recurring Timer – You can set up multiple daily, weekly or monthly timers so your favourite shows are always automatically recorded
- Record the Entire Event – The receiver stops recording at the end of the event. This selection is available only if the receiver was tuned to the channel at the beginning of the program. If you tune to a program after it starts, this option cannot be selected. You can record only the part of the program that airs after you've tuned to it.

Timers and recordings

A timer is used to schedule which upcoming programs you want to record. For most PVR timers you select a specific program on a specific channel and how often you want to record that program.

A recording is the actual program stored for you to watch. PVR recordings are listed in the My Recordings screen, which you can find quickly by pressing PVR.



There are 3 types of timers:

- PVR – Records a program onto your receiver for later viewing
- Auto Tune – Automatically changes the channel to the program when it begins
- Reminder – Displays an onscreen alert when the program is about to begin

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Timer frequency

Deciding how often you want to watch a program will help you set your timer appropriately:

- All Episodes – Records each time that program is on a specific channel or group of channels
- New Episodes – Records programs in their current season each time they occur on a specific channel or group of channels
- Once – Records a program once. This feature works best for movies and sporting events.
- Weekly – Records a program once a week, at that time, on a specific channel
- Daily – Records a program once a day, at that time, on a specific channel
- Mon-Fri – Records a program once a day, Monday through Friday, at that time, on a specific channel

You can also select a Vu! Pass, which sets a timer on all channels or on a specific channel based on your specific criteria.

When you set a timer for a program and the program time changes, the recording time will change with it. Weekly, Daily, and Mon-Fri timers move only if the program is within 1 hour earlier or 4 hours later than the original time the timer was set up. These timers will adjust their length if their program's scheduled time is extended.

Timer priorities

If multiple timers are scheduled to start at the same time, the receiver uses pre-set priorities to know which programs you'd prefer to watch or record.

The receiver can only record the 2 programs with the highest priorities. You can override a specific timer's priority with a one-time skip or by restoring it. Select a timer in the daily schedule and you'll have the option to skip or restore that timer (see page 41).

Timer options

The timer options screen lets you set the following:

- Protect Event – Protects your programs from being erased when the receiver fills up
- Set Channel – Select a specific channel
- Start Early – Begins recording a few minutes early
- End Late – Continues recording after the scheduled program ends

Recording using timers

For 2 minutes before the timer starts a recording, the receiver may display an onscreen countdown. This countdown disappears when the program begins. While the countdown is displayed, you can do one of the following:

- Press CANCEL to clear it from the screen. This doesn't stop the timer from starting.
- Press INFO or SELECT to see more information on the timer. You can then select OK to continue with the timer or Stop Timer to stop the timer.

If your receiver is off when a timer is scheduled, it will:

- Remain off but will record the scheduled event
- Turn on for an Auto Tune
- Turn on for a Reminder. The receiver will turn off after a period of time if there is no activity.

Quick tip

Pressing INFO to see more about a timer event only works once. Pressing INFO again results in the current program's information being displayed in the normal way.

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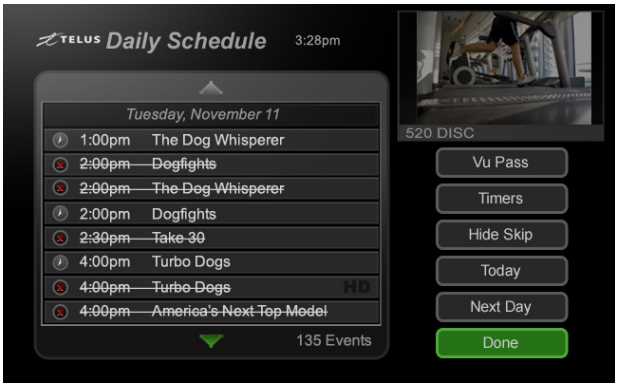
Special considerations when using timers

- For locked programs – You must enter your receiver password before you can create an automatic timer. You can create a manual timer for a locked program without entering your password. However, if you do this, the timer may display only an error or request your password.
- For Pay Per View programs – You must order a PPV program before you can create a timer for it
- For blacked-out programs – Timers scheduled for blacked-out programs will not work

Using the daily schedule

The daily schedule lists shows the timers that are planned for today, the future and those that occurred in the recent past. You can choose to skip a scheduled timer or restore a timer that wasn't planned to occur, perhaps because of a conflict with another program. You can also choose to review past timers to see which occurred, and the reason why one didn't, if applicable.

You can use timers for up to 100 events, and you can also choose to view the start early/end late settings. Navigate to a future program if you want to skip or restore a timer.



Quick tip

Press PAGE to see the previous days' timers.

1. Press MENU to open the main menu.
2. Use to select Daily Schedule and press SELECT.
3. Navigate to select a timer and option.

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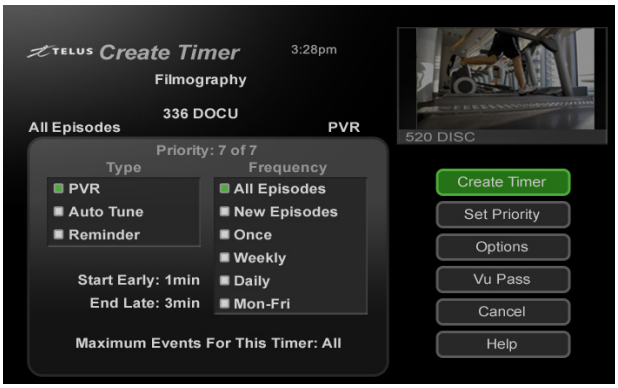
Setting up an automatic timer

An automatic timer lets you set a timer to record a program every time it appears in the program guide. Even if the program's scheduled viewing time changes, the program will still automatically be recorded.



1 Press GUIDE to find the program using the onscreen guide or press ▸ to open the browse banner.

2 Navigate to a future program and press SELECT. The Create Timer screen displays.

3 Navigate to highlight the Timer Frequency.

4 Navigate to highlight a Timer Type.

5 Navigate to select Options and press SELECT if you would like to make edits to the recording options.

6 Navigate to select Set Priority and press SELECT if you'd like to change the priority of the timer.

7 Navigate to select Create Timer and press SELECT.

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Setting up a manual timer

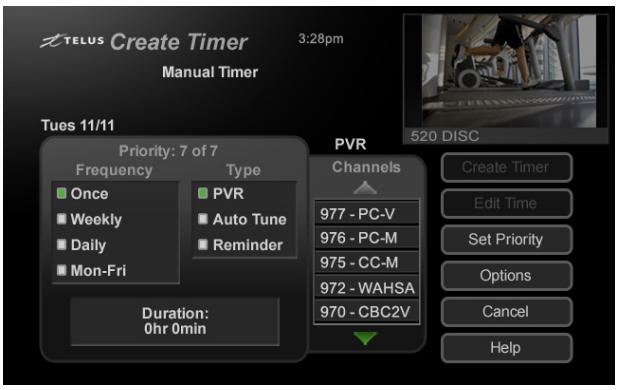
With a manual timer, the start and end times are set by you and don't follow the program guide information. This is useful for sports and other live events that often go into overtime.

1 Press MENU to open the main menu.

2 Use to select Daily Schedule and press SELECT.

3 Use to select Timers and press SELECT.

4 Use to select Manual Timer and press SELECT.



Quick tip

When you set a timer for a program and the program time changes, the timer will change with it. Weekly, Daily and Mon-Fri timers move only if the program is within 1 hour earlier or 4 hours later than the original start time the timer was set for.

5 Navigate to highlight a Timer Frequency.

6 Navigate to highlight a Timer Type.

7 Navigate to the channels menu and use the number buttons on your remote to select the channel.

8 Navigate to Edit Time.

9 Use to set the Start Time and End Time. Be sure to include AM/PM for each.

10 Use to set the Date.

11 Press to select Done and press SELECT.

12 Navigate to Options and press SELECT if you would like to make edits to recording options.

13 Navigate to select Create Timer and press SELECT.

Quick tip

You can also use the number buttons on your remote to enter the **Start Time** and **End Time**.

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Deleting a timer

When you no longer need a timer you can easily delete it.

1 Press MENU to open the main menu.

2 Use to select Daily Schedule and press SELECT.

3 Use to select Timers and press SELECT.

4 Use to select Edit List and press SELECT.

5 Press to access the Timers list and to select the timers to delete or select All to delete all of your timers.

6 Navigate to Delete and press SELECT.

Quick tip

PVR timers set for sporting events automatically end late by 60 minutes to allow for overtime, so you'll never miss a moment of the action. If you prefer, you can change this setting in options when you set up the timer. **If you have another timer scheduled during the extension, it will be overridden.**

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Setting up a Vu! Pass timer

Vu! Pass lets you create timers to automatically record programs based on your search criteria. When the receiver finds programs that meet your criteria, it automatically records them.

For example, if you saw a movie in the theatres and want to watch it again as soon as it shows on a movie channel, use the Exact Match and Title function and type in the exact title of the movie. If the movie comes onto a channel you subscribe to, a timer will automatically record it. The Vu! Pass also works for regular programming – simply search for programs using keywords.

1 Press MENU to open the main menu.

2 Use to select Daily Schedule and press SELECT.

3 Use to select Vu! Pass and press SELECT.

4 Navigate to select Title to search for programs by title or Info to search by program description. Select Exact Match if you want to search exactly what you've entered in either the program title or info. Press SELECT to highlight your desired search method.

5 Select Exact Match if you want to search exactly what you've entered in either the program title or info.

6 Use to access the text field and enter your search criteria using the onscreen keyboard, or with the number buttons on you remote control.

7 Navigate to Options and press SELECT if you would like to make edits to recording options.

8 Navigate to select Create Timer and press SELECT. When the receiver has completed your search, the timer schedule will display the results.

After entering your search words and selecting Create Timer, be sure to review the timers that Vu! Pass creates, as some may not be what you're expecting. You can:

- Pick selected events to skip
- Review future timers each time the program guide is updated
- Select Set Priority to change the priority of your Vu! Pass
- Adjust your search terms and method. To adjust your search, delete the unwanted Vu! Pass timer and try the following:
  - Change your Vu! Pass search term(s) to be more specific
  - Select Exact Match with the title or info
  - Choose Vu! Pass when you select a future program within the onscreen guide, browse banner or search. This will enter the program's exact title.

9 Navigate to select Done and press SELECT.

Quick tip

Vu! Pass recordings may fill the hard drive quickly. If you have recordings you don't want to lose, make sure they are protected. Or attach an external hard drive to increase your receiver's memory capacity. See chapter 18 on how to attach an external hard drive.

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Pay Per View (PPV) and On Demand

Invite all your friends and family over for a live PPV game or event and give everyone a front-row seat to the action. You'll be able to watch live sports and special events, and choose from a huge selection of videos, including the latest Hollywood blockbusters.

Ordering a PPV event

You can quickly order a PPV event using your remote, by phone, or online.

If you order through your remote, you'll only be able to see the event on that particular TV. If you decide you want to watch the event on other receivers, simply order again by phone or online – you won't be charged again.

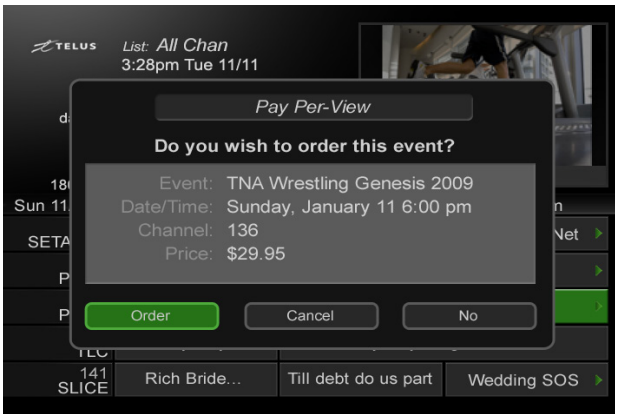
To order a PPV event using your remote you'll need to have your home phone connected to your receiver.

Channels	Description
99	$0.99 English movies*
155–160	French HD movies and events
162–179	French events and movies
316–324, 829–837	English HD movies
338–385	English movies
382–387	Seasonal programming
399	English Sports Events
561	Kids movies
746, 749 and 750–762	Adult
835, 1000	English On Demand
999	3D programming
1800	French On Demand

For the most current PPV channel guide, visit telus.com/tv. *Prices subject to change.

1 Press GUIDE to open the onscreen guide and navigate to select a Pay Per View event from the onscreen guide.

2 Highlight Order and press SELECT.



Quick tip

You may need your PIN to order a PPV event; if you've forgotten it, call 310-MYTV (6988).

For easy reference, record your account PIN here:

3 Use ◄ ► to select Yes to confirm you want to purchase the event and press SELECT.

Once you've confirmed an order, you'll automatically be billed for it, so check to make sure it's the program you want before you press Yes.

To order a PPV event by phone or online, you'll need the event ID, which can be found by pressing INFO when the desired event is highlighted onscreen. To order by phone, call 1-866-68-ORDER (67337) or order online at telus.com/payperview.

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Pay Per View (PPV) and On Demand

On Demand – great movies 24/7

Choose from the latest movies available in English and French from the comfort of your own home. All Direct to Home VOD movies will be in HD, most in 720p, some in 1080p (Blu Ray quality). Check out channel 1000 or 1800 for new releases. Only HD PVR receivers can access On Demand. The model number is displayed on the front panel of your receiver.

Flexible viewing options

You can watch your selection as many times as you want – as long as it's within your rental period (24 or 48 hours depending on the title). Enjoy the flexibility of being able to rewind, fast forward and pause your show as much as you want. There are no late fees and your selection automatically expires at the end of your rental window.

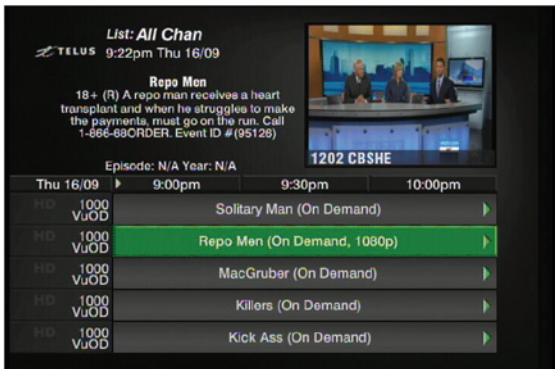
How to order On Demand

There are 2 ways you can order On Demand:

1 Use your remote and order on screen – it's the most convenient way to order.

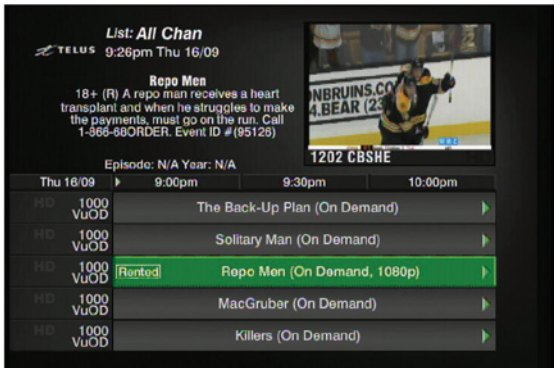
a. Your PVR receiver must be connected to the Internet or via a phone line. Go to Channel 1000 (English) or Channel 1800 (French).

b. Using your on remote control, highlight the movie you want to order and press SELECT.



c. Use to select Yes to confirm you want to purchase the movie and press SELECT.

d. Movies that have been rented with On Demand will be available to watch again during the rental period. To see whether it has been rented or not look for the "rented" sign beside the name of the movie.



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2 Order by phone through an Automated Service Representative

a. Highlight the movie you want to purchase

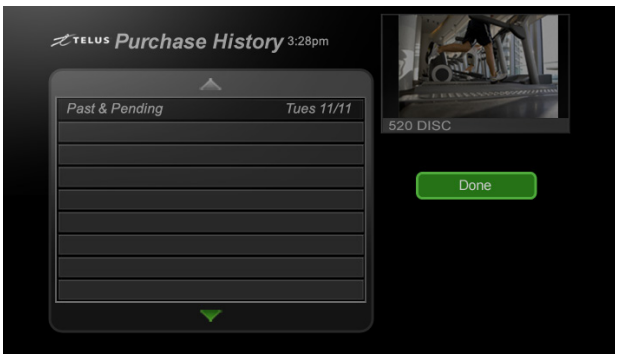
b. Using your remote control, press the INFO button

c. At the end of the movie description, you will find the number in brackets

d. Call 1 866 68 ORDER (67337) to order the event. You will need the Event ID and your purchase PIN.

Note: You will need your purchase PIN to complete the transaction. Your Personal Identification Number (PIN) is the 4-digit number you chose when you activated your TV account. If you can't remember your PIN or wish to change it, please call a Customer Service Representative at 310-MYTV (6988) for assistance.

Reviewing PPV and On Demand purchases



1 Press MENU to open the main menu.

2 Use to highlight System Setup and press SELECT.

3 Use to highlight Purchase History and press SELECT.

4 Press and use to scroll through the Purchase History list.

5 Highlight Done and press SELECT when finished.

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Favourites lists

You can customize your onscreen guide to display only the channels you want to view by creating a favourites list. Up to 4 different lists can be created for different viewers in your household on top of the default All Chan, All Sub and All HD lists.

When you first get the receiver, the 4 lists are named List 1, List 2, List 3 and List 4. These lists can be renamed and are empty until you add channels to them.

Editing favourites lists

1 Press MENU to open the main menu.

2 Use to highlight Preferences and press SELECT.

3 Use to highlight Favourites and press SELECT.

4 Press to access the lists and use to highlight the one you want to edit. Press SELECT.

5 Highlight Modify List and press SELECT.

Quick tip

Use PAGE to scroll through the list of channels one page at a time.

6 Press to access the channel list and use to highlight the channels you want to add or remove and press SELECT.

7 Press to highlight Done and press SELECT.

8 Highlight Done again and press SELECT to save anges.

You will also see the All Chan, All Sub and All HD default lists. If All Chan is active, the program guide shows all the channels you have subscribed to, along with some options for other channels available for ordering. The All Sub list shows only the channels that you have subscribed to. The All HD list shows all of the HD channels available.

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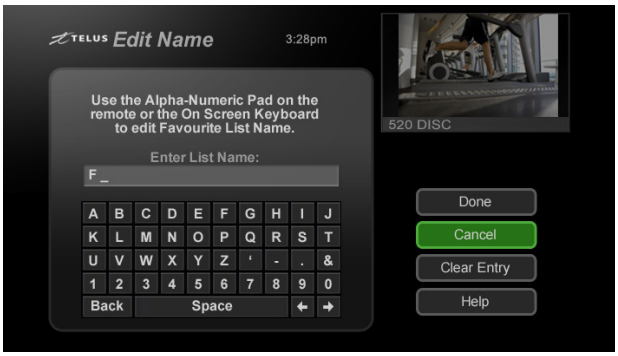
Favourites lists

Naming favourites lists

You can name your favourites lists whatever you want, up to 8 characters in length.



1 Press MENU to open the main menu.

2 Use to highlight Preferences and press SELECT.

3 Use to highlight Favourites and press SELECT.

4 Press to access the lists and use to highlight the one you want to edit. Press SELECT.

5 Use to highlight Edit Names and press SELECT. The onscreen keypad will display.

6 Enter the new list name using the onscreen keypad or the number buttons on your remote.

7 Press to highlight Done and press SELECT.

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Favourites lists

Selecting a favourites list

1 Press GUIDE twice to open the favourites list screen.

2 Use ▲▼ to highlight the default channel list or favourites list you want to view and press SELECT.

You can also set your receiver to instantly change between the lists by repeatedly pressing GUIDE instead of selecting from the list.

1 Press GUIDE twice to open the favourites list screen.

2 Press ▶ to highlight Favourites and press SELECT.

3 Ensure Guide Button is highlighted and press SELECT.

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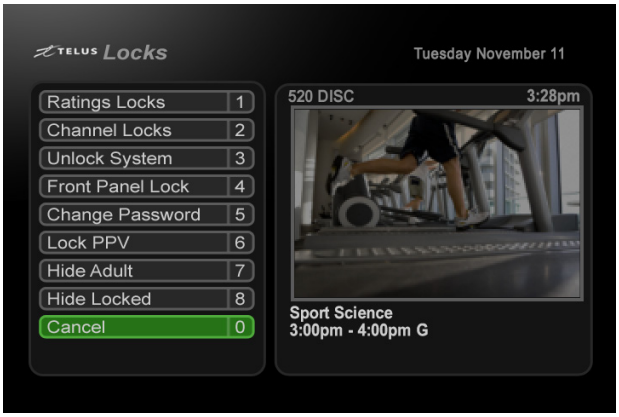
Locks

With locks, you are in charge of the content your family watches by blocking programming based on ratings or channels. When you block by rating, all higher ratings will also be blocked.



When you've locked the receiver, if you try to access a locked item or open the locks menu, the receiver displays a message prompting you to enter your password. You're allowed 3 attempts to enter the correct password. If you fail to enter the correct password you won't be able to try again for several minutes.

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Locks

Creating your password

Your receiver doesn't come programmed with a password, so before using locks you'll need to set one up.

1 Press MENU to open the main menu.

2 Use to highlight Locks and press SELECT.

3 Use to highlight Lock System and press SELECT.

4 Enter a 4 digit password using the number buttons on your remote and press SELECT.

5 Enter the password again using the number buttons on your remote and press SELECT.

Changing your password

1 Press MENU to open the main menu.

2 Use to highlight Locks and press SELECT.

3 Enter your current 4 digit password using the number buttons on your remote and press SELECT.

4 Use to highlight Change Password and press SELECT.

5 Enter your current password again using the number buttons on your remote and press SELECT.

6 A pop-up window will appear asking you to enter your new password. Using the number buttons on your remote, enter the new password and press SELECT.

7 Enter your new password again using the number buttons on your remote and press SELECT.

Your new password has been created. Remember to write it down somewhere safe. If you forget your password please call 310-MYTV (6988).

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Locks

Locking and unlocking your receiver

1 Press MENU to open the main menu.

2 Use to highlight Locks and press SELECT.

3 If your receiver is locked, enter your password using the buttons on your remote and press SELECT.

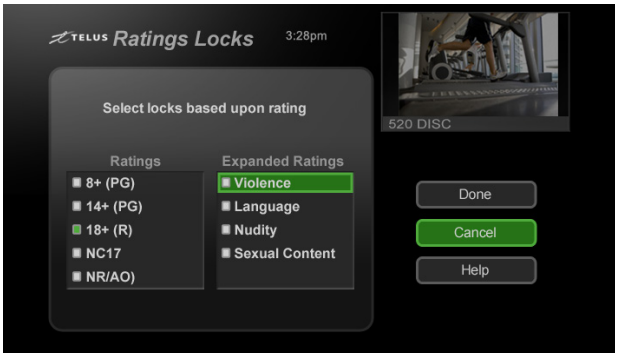
4 Navigate to Lock System or Unlock System and press SELECT. If you're locking the receiver, the receiver displays a message prompting you to enter your password.

5 Enter your password using the number buttons on your remote and press SELECT.

6 Confirm your password by re-entering it and press SELECT. All the locks you have set are now in effect.

Locking by ratings

You can lock programs based on ratings 8+ (PG), 14+ (PG), 18+ (R), NC17 and NR/AO or by expanded ratings such as violence, language, nudity and sexual content. When you block by rating, all higher ratings will be automatically blocked.



1 Press MENU to open the main menu.

2 Use to highlight Locks and press SELECT.

3 If your receiver is locked, enter your password using the buttons on your remote and press SELECT.

4 Use to highlight Ratings Locks and press SELECT.

5 Press to access the ratings list and navigate to the ratings or expanded ratings you want to lock and press SELECT.

6 To unlock a rating, navigate to highlight the rating code and press to highlight Done. Press SELECT.

7 Make sure the receiver is locked as described above to ensure that the ratings locks are applied.

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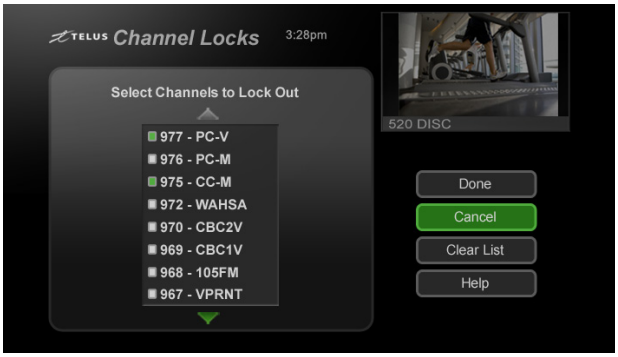
Locks

Locking by channel

You can lock any channel, including PPV. This type of lock keeps anyone from viewing these channels unless they enter the correct password.



1 Press MENU to open the main menu.

2 Use to highlight Locks and press SELECT.

3 If your receiver is locked, enter your password using the buttons on your remote and press SELECT.

4 Use to highlight Channel Locks and press SELECT.

5 Use to highlight each channel that you want to lock or unlock and press SELECT. You can also move to each channel number using the number buttons on your remote. A channel is locked if the check box next to the channel is green.

6 Press to highlight Done and press SELECT. Make sure the receiver is locked as described on page 53 to ensure that the channel locks are applied.

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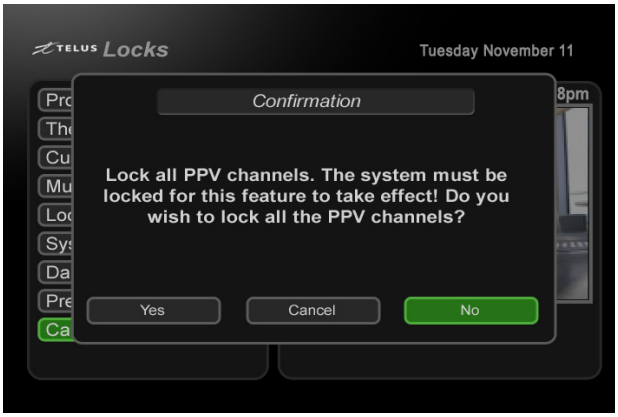
Locking or unlocking Pay Per View channels

This type of lock keeps anyone from viewing all PPV channels. To lock specific PPV channels, please refer to Locking by channel on page 54.



1 Press MENU to open the main menu.

2 Use ▲▼ to highlight Locks and press SELECT.

3 If your receiver is locked, enter your password using the buttons on your remote and press SELECT.

4 Use ▲▼ to highlight Lock PPV or Unlock PPV and press SELECT.

5 Press ▶ to highlight Yes and press SELECT. Make sure the receiver is locked as described on page 53 to ensure that the PPV channel locks are applied.

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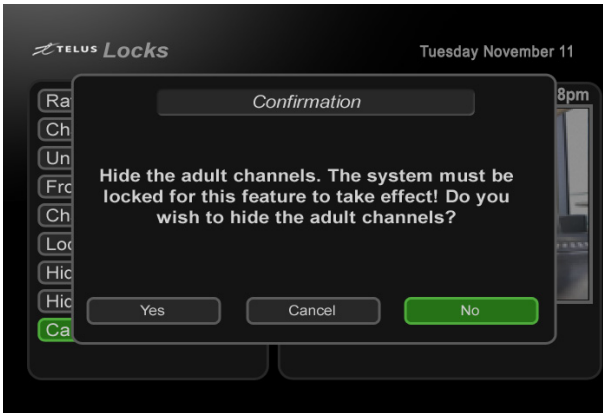
Locks

Hiding adult content

When you hide adult channels you prevent the program guide, lists of themes and the browse banner from showing them. It also prevents anyone from choosing these channels by using or the number buttons on your remote.



1 Press MENU to open the main menu.

2 Use to highlight Locks and press SELECT.

3 If your receiver is locked, enter your password using the buttons on your remote and press SELECT.

4 Use to highlight Hide Adult or Show Adult and press SELECT.

5 Press to highlight Yes and press SELECT. Make sure the receiver is locked as described on page 51 to ensure that the adult locks are applied.

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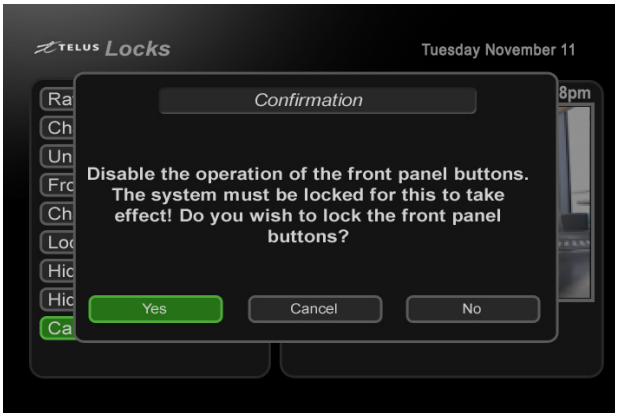
Locks

Locking or unlocking the front panel

This lock keeps anyone from using the front panel buttons unless they enter the correct password; however, it doesn't lock the remote control buttons.



1 Press MENU to open the main menu.

2 Use ▲▼ to highlight Locks and press SELECT.

3 If your receiver is locked, enter your password using the buttons on your remote and press SELECT.

4 Use ▲▼ to highlight Front Panel Lock and press SELECT to lock or unlock the front panel.

5 Press ▶ to highlight Yes and press SELECT. Make sure the receiver is locked as described on page 53 to ensure that the front panel locks are applied.

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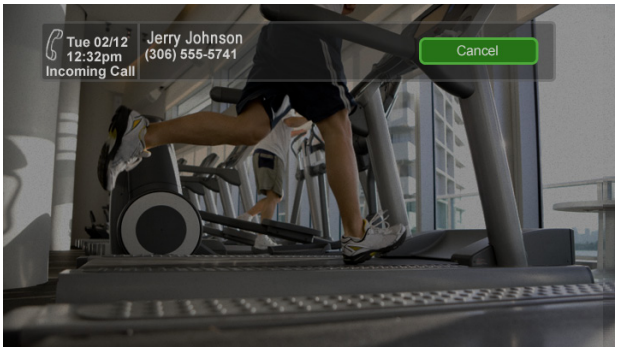
Call Display on your TV

With Call Display, an onscreen pop-up window shows you the name and number of who is calling. You can then choose to take the call or wait until the show is over. In order to receive onscreen Call Display, you must subscribe to Call Display on your TELUS home phone and ensure that your phone line is connected to your receiver.

Call Display screens

When you receive a call you'll see a Call Display pop-up screen. You can select OK to hide the message or it will disappear after 20 seconds. If you're using a menu when a call comes in, you'll see a different Call Display pop-up window.



Turning Call Display on and off

1. Press MENU to open the main menu.
2. Use ▲▼ to highlight System Setup and press SELECT.
3. Use ▲▼ to highlight Installation and press SELECT.
4. Use ▲▼ to highlight Caller ID and press SELECT.
5. Navigate to Enable Caller ID or Disable Caller ID and press SELECT.
6. Navigate to Done and press SELECT.

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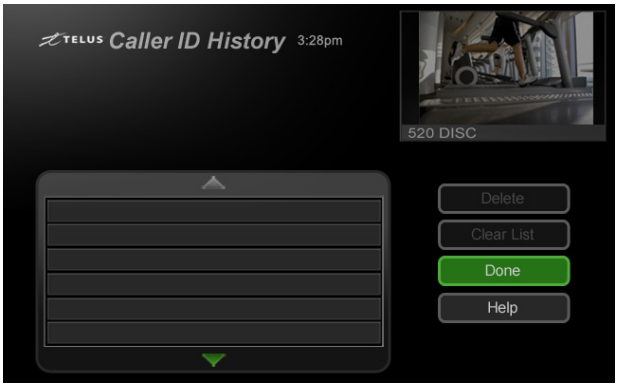
Call Display on your TV

Viewing your Call Display history

Simply follow these instructions to view and delete numbers from your Call Display history.



1 Press MENU to open the main menu.

2 Use to highlight System Setup and press SELECT.

3 Use to highlight Installation and press SELECT.

4 Use to highlight Caller ID History and press SELECT.

5 Press to access the history list and use to highlight the desired entry and press SELECT.

6 Navigate to Delete or Clear List and press SELECT.

7 Use to highlight Done and press SELECT.

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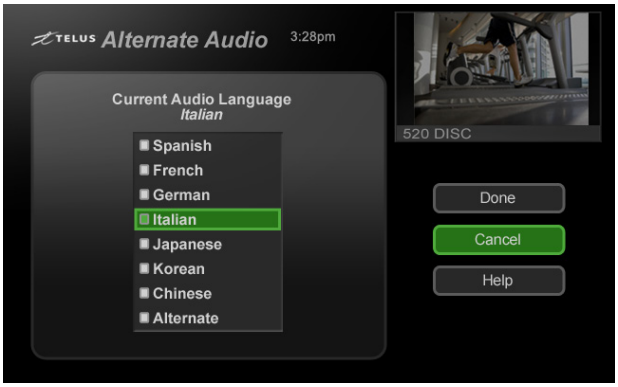
Changing languages for descriptive video

Some programs, such as movies, indicate at the beginning whether an alternate language or descriptive video is available. An alternate language applies only to the audio part of a program and doesn't change the language used in the menus displayed by the receiver.

Descriptive video is a feature for the visually impaired that describes what's happening during a program. This feature may not be available on all channels and programs.



1 Press MENU to open the main menu.

2 Use ▲▼ to highlight Preferences and press SELECT.

3 Use ▲▼ to highlight Alternate Audio and press SELECT.

4 Use ▲▼ to highlight your preferred language and press SELECT.

5 Use ▲▼ to highlight Done and press SELECT.

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Using closed captioning

Your receiver offers many options for closed captioning (CC) so you can personalize it to suit your needs. Your receiver generates these closed captions, so to enable closed captions, follow these instructions.

1 Press MENU to open the main menu.

2 Use ▲▼ to highlight Preferences and press SELECT.

3 Use ▲▼ to highlight Closed Caption and press SELECT.

4 Use ▲▼ to highlight Caption On or Caption Off and press SELECT.

5 Use ▲▼ to highlight from the following list of options and press SELECT.

CAPTION FONT/SIZE	Selects the font and size that makes the closed captioning comfortable to read. When you're finished, select **Done**.
CAPTION COLOURS	Sets the background, font and edge colours. Choose the colour combinations that make the closed captioning easy to read, then select **Done**.
CAPTION EDGE STYLE	Sets the edge style of the closed captioning text. Select **Done** when you're finished.
CAPTIONING SERVICE	Selects the service. Select **Done** when you're finished.
CAPTION OPACITY	Selects **Provider, Transparent** (see-through), **Translucent** (semi-see-through), **Solid** or **Flashing**. Select **Done**.
RESET CC DEFAULTS	Resets to Closed Captioning default settings

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Using Dolby Digital surround sound

Dolby Digital gives you the ability to experience programs in awesome surround sound. An external decoder is required to enjoy this feature; please refer to your decoder user's guide for further information.

Not all programs contain Dolby Digital sound. To take full advantage of 5.1 Dolby Digital surround sound you need an HDMI or optical cable and a stereo that supports this feature.

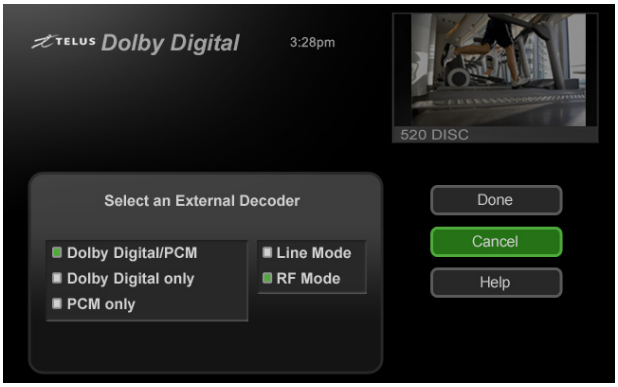
The receiver uses an HDMI or optical port for outputting digital audio. The optical output can provide 2 audio data types: Dolby Digital and Linear PCM. Only Dolby Digital can provide full 5.1-channel sound. When both audio signals are present in the program, the receiver defaults to Dolby Digital output unless you have selected PCM Only.

1 Connect your receiver to an external decoder.

2 Press MENU to open the main menu.

3 Use to highlight System Setup and press SELECT.

4 Use to highlight Dolby Digital and press SELECT.



5 Navigate to choose from the following options and press SELECT.

Dolby Digital/PCM – Select this option if your stereo can decode both Dolby Digital and Linear PCM signals.

Dolby Digital Only – Select this option if your stereo can decode only Dolby Digital and will not process Linear PCM signals. See your stereo's user guide for more details.

PCM Only – Select this option if your stereo cannot decode Dolby Digital signals.

The audio output is also dependent on what's present in the program you're watching.

If you've selected Dolby Digital Only but there's only PCM audio in the program, you won't hear anything. This also applies to the analog audio outputs.

Line Mode – When you use this setting in comparison to RF Mode, the dynamic range is wider, which makes the music and loud noises louder but voices quieter.

RF Mode – When you use this setting in comparison with Line Mode, the dynamic range is narrower, which makes music and loud noises quieter but voices louder.

This table shows what type of output you will hear

OPTIONAL OUTPUT SETTINGS	Dolby Digital	PCM	Both
Dolby Digital only	Dolby Digital	PCM	Dolby Digital
PCM only	PCM	PCM	PCM
Dolby Digital/PCM	Dolby Digital	PCM	Dolby Digital

6 Press to highlight Done and press SELECT.

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Receiver customization

Changing the onscreen channel order

You can set up the onscreen guide to list channels in descending or ascending order. If you don't set a channel order, the program guide lists the channels in descending order.

1 Press MENU to open the main menu.

2 Use to highlight Preferences and press SELECT.

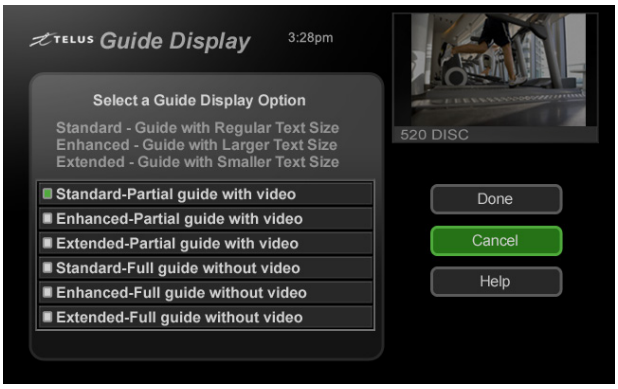
3 Use to highlight Channel Order and press SELECT.

4 Navigate to Ascending or Descending and press SELECT.

5 Press to highlight Done and press SELECT.

Changing the onscreen guide display

Your receiver comes set to display the onscreen guide with video in the upper right corner. However, you can change the way the onscreen guide displays the text and video.



1 Press MENU to open the main menu.

2 Use to highlight Preferences and press SELECT.

3 Use to highlight Guide Display and press SELECT.

4 Press and use to highlight one of the following guide display options. Press SELECT.

Standard – Partial guide with video – This option is preset when you first set up your receiver. The onscreen guide displays video in the upper right corner and 90 minutes of programming per page.

Enhanced – Partial guide with video – Choose this option if you'd like larger text on your program guide. The program guide displays video in the upper right corner and 60 minutes of programming per page.

Extended – Partial guide with video – Choose this if you'd like to see video in the upper right corner and 180 minutes of programming per page.

Standard – Full guide without video – Choose this if you'd like to see more channels per page.

Enhanced – Full guide without video – Choose this if you'd like to see more channels per page in large text.

Extended – Full guide without video – Choose this if you'd like to see more channels and 180 minutes of programming per page.

5 Press to highlight Done and press SELECT.

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Receiver customization

Resetting to factory defaults

You can reset your receiver to discard any changes you've made except for locks. Resetting the receiver to factory default settings also discards all favourites lists except the All Chan, All Sub and All HD lists.

You'll need your password to reset the receiver to default settings. If you've forgotten it, just give us a call at 310-MYTV (6988).

1 Press MENU to open the main menu.

2 Use to highlight System Setup and press SELECT.

3 Use to highlight Factory Defaults and press SELECT. The receiver displays a warning message to confirm that you want to reset the receiver's preferences.

4 Press to highlight Yes or No and press SELECT.

Quick tip

If you've set locks on the receiver and the receiver is locked, these locks will be kept when resetting to factory defaults, but if the receiver is unlocked, any locks will be lost.

Scheduling receiver updates

Your receiver comes scheduled to update the program guide at 2:00 am MST/3:00 am PST every day. If you decide to change this setting, it will not interfere with your scheduled timers.

1 Press MENU to open the main menu.

2 Use to highlight Preferences and press SELECT.

3 Use to highlight Updates and press SELECT.

4 Highlight Enable or Disable.

5 Use to to select the time.

6 Use to select AM or PM.

7 Press to highlight Done and press SELECT.

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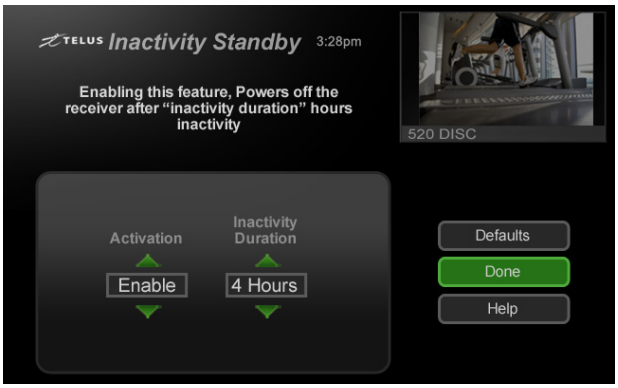
Enabling inactivity standby

If your receiver is on for a period of time without any activity, the inactivity standby feature turns off the receiver so it can receive the latest software updates automatically. It will also improve the reliability of your receiver. Enabling this feature is recommended.



Quick tip

Select **Defaults** to reset the changes you've made to this feature.

1 Press MENU to open the main menu.

2 Use to highlight Preferences and press SELECT.

3 Use to highlight Inactivity Standby and press SELECT.

4 Navigate to highlight Inactivity Duration and use to select the amount of time you would like the receiver to wait before turning off.

5 Press to highlight Done and press SELECT.

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Troubleshooting tools

First steps

- Sometimes resetting the receiver can fix a minor problem. See Resetting to factory defaults on page 66.
- Make sure your receiver is connected to an active home phone line; see page 17.
- Check for anything that might be blocking the satellite signal (for example, tree branches, snow, etc.)

If you've tried the above steps and still have a problem, please refer to the troubleshooting tables below. These tables cover many problems, usually with a simple solution for each one.

Troubleshooting tables

PROBLEM	POSSIBLE SOLUTION
When a button on the remote is pressed, the receiver doesn't do what it should.	■ Ensure the batteries have power and are inserted correctly. ■ Check that you're controlling the right device by pressing the corresponding mode button. ■ Make sure that the UHF antenna is correctly attached to your receiver.
The UHF Pro remote control doesn't work well from far away.	■ Make sure the UHF antenna is connected to your receiver and is not touching anything else. ■ Vary the tilt angle of your UHF antenna. Place the tip away from other electronics equipment or metal surfaces, even if separated by wooden shelving. ■ Move your receiver to a different location. For best results, place the receiver as high as possible, above all other equipment in your entertainment centre. ■ Place the UHF antenna outside your entertainment centre by using a coaxial cable to connect it to the receiver.
The power light on the receiver is on and there's a picture on the TV but no sound.	■ Check the volume level on your TV or audio equipment. Turn off mute or turn up volume as required. ■ Check the audio connectors and cables from the receiver to your TV or sound system. ■ Check your TV or sound system speakers.
Onscreen Call Display isn't working.	■ Check that you've subscribed to Call Display on your TELUS home phone. ■ Check that you've connected the phone line to the phone jack on the back of the receiver. ■ Check that you've enabled the Caller ID option within your system setup.
The power light on the receiver's on but the TV image is black (no picture), frozen, has breakups, has snow or shows small squares of various colours.	■ Make sure your TV is plugged in. ■ Check your TV is turned on and tuned to the correct input. ■ Ensure your TV's brightness and contrast are adjusted correctly. ■ Make sure your TV is connected properly to the receiver. ■ Heavy rain, snow or cloud cover may be interfering with your transmission. Remove any snow or other debris that may have collected around your satellite dish.
A black box fills almost all of the TV screen.	■ Use your TV's remote (not your receiver's remote or menus) to deactivate the closed captioning feature. Refer to your TV's user guide for more detailed instructions.

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Troubleshooting tools

PROBLEM	POSSIBLE SOLUTION
The TV screen is all blue	■ Check your TV manual to ensure you have connected the receiver to an input on the TV that is the correct signal output
The onscreen guide or browse banner is not displaying programs in the future.	■ Try the onscreen guide again at a later time. It may then be able to show programs for the time and date you want.
Some channels are missing on the onscreen guide or browse banner.	■ Change between your favourites lists using the Guide button on your remote. You can choose from custom favourites lists, the All Chan list, which includes all the channels, the All Sub list, which includes all subscribed channels, and All HD list, which includes all HD channels. ■ Unlock your receiver using your PIN to display adult channels.
Locks, such as locking programs by rating, have not taken effect.	■ You must lock the receiver to apply any locks that you have set.
Someone orders a Pay Per View event without permission.	■ You can lock your receiver to prevent unauthorized Pay Per View purchases.
Unable to order a Pay Per View event from the receiver.	■ Check that your receiver is connected to your home phone.
A Pay Per View event is not appearing on all of the receivers.	■ If you order through your remote control, you will only have access to the Pay Per View event on that particular receiver. If you want to have access to a Pay Per View event on all your receivers, you will need to order by calling 1-866-68-ORDER (67337) or visiting telus.com/payperview.
A timer for a program that is repeated, like a regularly scheduled program, doesn't work when the program comes on.	■ If you've selected Once as the timer frequency, it will only work once. A Monday-Friday event timer works Monday through Friday on the same channel at the same time. A daily event timer works every day. A weekly event timer works once a week on the same channel at the same time every week.
The receiver does not record the program when an event timer is scheduled.	■ Ensure that you've set an Auto Tune or PVR timer reminder. You may have set a Reminder that only reminds you that a program is about to star
When setting up an event timer, an error message displays with the option to delete an event timer that was set up earlier.	■ Check to see if you have set up the maximum number of event timers. If you have, then you will need to delete a previous event timer to create a new one.
The external hard drive won't power on.	■ Check to make sure your external hard drive is connected to the receiver. ■ Check to make sure the external hard drive power is plugged in.
The receiver doesn't recognize the external hard drive, or the external hard drive won't turn on.	■ Check that the external hard drive is plugged in to the power, and is also connected to the receiver. ■ Check that the external hard drive meets the necessary system requirements.

If you're still unable to solve the problem, try resetting the receiver by holding down the Power button on the front of your receiver for 5 to 8 seconds. This resets the device and usually resolves most problems related to the receiver.

If you're still having trouble, call 310-MYTV (6988). Before calling, be sure to have the date of purchase, plus either your client account number, the receiver conditional access number, or the receiver model number. Display the System Information screen and write down the error number as it appears in the top right corner of the screen.

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Troubleshooting tools

Resetting your receiver

To reset your receiver press and hold POWER on the front of the receiver until the TV goes blank.

It'll take a few minutes for your receiver to reset and come back on. When you reset your receiver it may have to download an updated guide. If this is the case, it might take longer for the receiver to come back on.

Diagnostics

You may be asked to open the diagnostics screen when you call 310-MYTV (6988). Please remember to have an active phone line connected to your receiver.

1 Press MENU to open the main menu, select System Setup and then select Diagnostics. The diagnostics screen shows you various tests you may need to perform:
Connection – Tests for a valid receiver phone connection.
Dial Out – If "No Dial Out Pending" is displayed, the receiver doesn't need to have its smart card records updated.
Counters – Shows you a list of diagnostic counters. Use PAGE to scroll through the list.

2 Highlight Done and press SEARCH #.

Point dish and check switch

You may be asked to display these screens when you call 310-MYTV (6988). Even though there are items that can be changed, please only change them when asked.

1 Press MENU to open the main menu.

2 Use to highlight System Setup and press SELECT.

3 Use to highlight Installation and press SELECT.

4 Use to highlight Point Dish and press SELECT. This screen shows you information to help maximize your satellite signal. The bar at the bottom of the screen tells you the signal strength. Green is a good signal; red indicates the signal is not acceptable or is from the wrong satellite.

5 Use to highlight Check Switch and press SELECT to display the installation summary screen. The installation summary screen tells you if you're receiving signals from the satellites and which multi-dish switches you have installed, if any.

6 Use to highlight Test and press SELECT only if directed to when calling in.

7 Use to highlight Done and press SELECT.

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Device code tables

Your universal remote control can be programmed to work with most TVs, DVD players, VCRs and A/V receivers. If you change or replace your TV or your compatible device, you will need to reprogram your remote control. Please use the codes listed below and on the following pages.

TV	CODES
Action	662
Admiral	521 605 675
Aiko	727
Akai	570 573
Alleron	682
A-Mark	620
Amtron	657
Anam National	509 541 620 651 657 698
AOC	505 506 519 520 573 620 627 652 653 654
Apex	730 743 744 745 757 814 815
Archer	620
Audiovox	620 657 662
Baycraft	536
Belcor	652
Bell & Howell	590 675 683
Bradford	657
Brockwood	627 652
Broksonic	562 748 752
Candle	506 523 525 536 627 652 654
Candle/Citizen	573
Capehart	519 627
Circuit City	627
Citizen	506 516 523 524 525 526 590 652 654 657 658 680 727
Colortyme	573 627 652 654
Concerto	523 652 654
Contec/Cony	541 655 657 662 726
Craig	536 541 657 662 694
Crown	526 536 657
Curtis Mathes	506 516 526 573 590 641 645 650 652 654 658 680 683 703 708
CXC	541 657 662
Cytron	903
Daewoo	505 524 526 529 530 531 573 630 652 653 654 658 684 698 719 727 816
Daytron	526 627 652 654 658
Dell	772 773 774

TV	CODES
Dimensia	645 650
Dixi	566 620
Dumont	501 627 652
Echostar	722
Electrohome	526 573 651 652 654 656 709 728
Emerson	526 534 536 541 573 590 627 636 642 648 652 654 655 657 658 662 682 683 692 696 699 720 816
Envision	506 573 652 654
Fisher	542 590 683
Fortress	573
Fujitsu	534 682 694
Funai	534 541 657 662 682 694
Futuretech	541 657 694
GE	508 509 543 544 630 645 646 650 651 652 654 676 690 691 698 701 715 716 725 728 742 779 809 859
General Electric	627
Gibraltar	501 652
Goldstar	505 523 526 545 546 566 573 652 653 654 655 656 658 693 730
Granada	627
Grand	627
Grunpy	657 682
Hallmark	627 652 654
Harmon/Kardon	561
Harvard	657
Hinari	534
Hisense	759
Hitachi	523 526 548 549 553 554 555 585 597 626 636 638 643 648 652 654 655 702 718 726 786 788 789 790 791 792 801 802
IMA	657
Infinity	566
JBL	566
JC Penney	505 506 516 525 526 543 546 631 645 646 650 652 653 654 658 676 680 690 691 701 725 726 728 730
Jensen	556 573 652 654
JVC	508 557 559 642 649 655 676 726 735 736 737 812 817

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Device code tables

TV	CODES
Kawasho	548 561 573 652 654
Kenwood	506 573 652 654 656
Kloss	561 610
Kloss Novabeam	657 698 723 724
KTV	526 541 573 657 658 662 696
LG	653 766
Lloyd's	627
Lloytron	526
Loewe	566
Logik	675
Luxman	523 652 654
LXI	563 566 590 595 617 631 635 645 646 650 654 683 691 701 725
M. Wards	500 505 506 534 543 567 568
Magnasonic	573
Magnavox	506 520 525 536 566 567 568 573 610 652 654 656 723 724 729 762 818 887 888
Majestic	675
Marantz	506 566 573 652 654
Megatron	627 654
Memorex	590 627 653 654 675 683 720
MGA	504 505 506 542 571 573 627 652 653 654 656 728
Midland	501 646 658 676 725 730
Mitsubishi	504 505 542 570 571 572 573 597 623 627 652 653 654 656 705 728 787 799 804
Mitsui	769
Montgomery Ward	675
Motorola	521 605 651
MTC	505 506 516 523 573 627 652 653 654 680
Multitech	657
NAD	502 617 627 631 635 637 654
National	509
NEC	505 506 507 517 523 573 627 651 652 653 654 731 732
Nikkai	612
Nikko	654 727
Normandic	717
Novabeam	561
NTC	727
Nyon	701
Olevia	766 773
Onwa	541 657
Optimus	637

TV	CODES
Optonica	521 605 607
Orion	694
Osaki	612
Panasonic	508 509 512 566 644 651 662 676 685 689 698 700 716 734 761 765 780 784 811 819 820 821 822 823 867 868 869 870 871 872 873 874 875 876 877 878 879 880 881 882 883 884 885 886 889 890 900
Philco	505 506 525 536 568 573 610 651 652 653 654 655 656 723 724 729
Philips	525 566 651 652 655 656 690 723 724 729 770 782 824 825 826 827 828 891 892 893 894
Philips Magnavox	782 826 827 828 829
Pilot	652 658
Pioneer	502 548 576 636 637 648 652 654 708
Portland	505 526 573 652 653 654 658 727
Price Club	680
Prism	676
Proscan	645 646 650 691 725 742 857
Proton	513 519 526 536 585 627 652 654 655
Pro View	902
Pulsar	501 652
Quasar	508 509 651 676 698 700 860 861 862 895 896
Radio Shack	526 541 590 607 612 645 662 683 698
Radio Shack/Realistic	590 607 650 652 654 655 657 658 683 730
RCA	503 505 548 630 633 634 636 641 645 646 648 650 651 652 653 654 656 691 698 701 708 715 716 725 742749 763 776 805 830 831 832 863 864
Realistic	590 645 683
Runco	501
Sampo	506 519 652 654 658 698 730 746
Samsung	505 506 516 523 526 566 573 612 627 647 652 653 654 655 656 658 680 704 717 730 738 755 833 858 897
Samwon	620
Sansui	754 834
Sanyo	542 590 652 683
SBR	566
Schneider	566
Scotch	654

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Device code tables

TV	CODES
Scott	526 534 541 600 652 654 655 657 662 682 696 701
Sears	523 534 542 563 590 595 601 604 617 627 631 635 645 646 650 652 654 656 682 683 688 691 703 725 726
Seimitsu	627
Sharp	521 526 585 605 607 628 629 652 654 655 658 739 740 741 777 794 803 835 836 898
Shogun	652
Signature	675
Silver	573
Simpson	525
Solavox	612
Sony	500 578 640 690 758 781 783 795 796 797 798 806 807 808 810 837 838 839 840 841 842 843 844 845
Soundesign	525 536 541 627 652 654 657 682
Spectricon	520 620
Squareview	694
SSS	505 541 573 652 657
Starlite	657
Supra	523
SVA	901 905
Sylvania	506 525 536 566 568 569 573 600 610 652 654 656 723 724 729 733 756 764
Symphonic	632 657 662 692 694 846
Tandy	521 605
Tatung	509 651 698
Technics	508 676
Techwood	523 573 652 654 676
Teknika	504 505 512 516 523 524 525 526 534 536 541 573 644 652 653 654 655 657 658 662 675 680 682 685 726 727
Tera	513
Thomas	627
Thompson	709
TMK	523 573 627 652 654
Toshiba	516 590 617 631 635 680 683 688 750 771 785 793 847 848 849 850 851 852 853 854 855 856 865 866
Totevision	526 658
Toyomenko	627
Universal	543 690
Vector Research	506

TV	CODES
Victor	557
Video Concepts	570
Vidtech	505 573 627 652 653 654
Viewsonic	760
Wards	536 573 607 645 650 652 653 654 656 675 682 690 715 723 724 729
White Westinghouse	816
Yamaha	505 506 573 652 653 654 656
York	627
Zenith	501 520 639 652 675 693 775 778 813 899
Zonda	620

VCR	CODES
Adventura	588
Aiwa	588 622 623
Akai	513 515 516 517 518 568 682
American High	678
Amstrad	588
ASA	556
Asha	675
Audio Dynamics	592 600
Audiovox	676
Beaumark	675
Bell & Howell	581
Broksonic	559
Calix	676
Candle	534 594 675 676
Canon	554 678 679
Citizen	534 591 592 594 675 676
Colortyme	592
Craig	591 675 676
Curtis Mathes	554 592 594 605 607 675 678 679
Cybernex	675
Daewoo	534 547 559 588
DBX	592 600
Dimensia	607
Dumont	549
Dynatech	588
Electrohome	512 676
Electrophonic	676
Emerson	505 508 509 511 512 518 534 559 568 588 590 618 676 678
Finlandia	549
Finlux	549 556 588

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Device code tables

VCR	CODES
Fisher	549 581 584 588 610
Fuji	678
Funai	588
Garrard	588
GE	551 552 554 572 591 605 607 675 678 679
Go Video	557 558 620
Goldstar	592 594 676
Goodmans	585
Gradiente	588
Granada	549 581
Grundig	556
Harley Davidson	588
Harmon/Kardon	568 592
Headquarter	581
Hitachi	536 538 539 540 588 595 597 682
Instant Replay	678
ITT	518
JC Penney	554 581 591 592 594 595 600 675 676 678 679
JCL	678
Jensen	595 682
JVC	561 562 563 581 592 594 600 682
Kenwood	562 581 592 594 600 682
Kodak	676 678
LG	676
Luxor	518
Lloyd's	588
LXI	676
M. Wards	512 554 585 590 591
Magnavox	527 533 554 556 678 679 797 798
Magnin	676
Marantz	554 556 581 585 592 594 600 678
Marta	676
Matsushita	678
MEI	554 678
Memorex	533 549 554 566 581 585 588 675 676 678
MGA	512 567 568
MGN Technology	675
Midland	579
Minolta	595
Mitsubishi	512 562 567 568 570 571 595
Motorola	678

VCR	CODES
MTC	544 588 675
Multitech	579 588 591 675
NEC	562 581 592 594 600 682
Nikko	676
Noblex	675
Olympus	678
Optimus	676
Optonica	585
Panasonic	523 554 598 614 628 633 678 679 777 780 781 782 783 784 785 786 787 788 789 790 791 792 793 794 795 796 799 808 809 810
Pentax	592 595
Pentex Research	594
Perdio	588
Philco	554 678 679
Philips	554 556 585 678 801 802 803 804
Pilot	676
Pioneer	562 574 575 576 600
Proscan	605 607
Pulsar	533
Quarter	581
Quartz	581
Quasar	554 678 679 770 771 772 805 806
Radio Shack	512 607 610 676
Radio Shack/Realistic	581 584 588 675 676 678 679
Radix	676
Randex	676
RCA	518 525 527 528 591 595 605 607 615 631 649 675 678 773 774 775
Realistic	534 549 554 581 584 585 588 675 676 678 679
Ricoh	502
Runco	533
Salora	567 581
Samsung	515 517 534 579 591 675 755 807
Sanky	533
Sansui	544 562 600 682
Sanyo	549 581 583 675
SBR	556
Scott	508 534 559 590
Sears	549 581 584 595 610 676 678
Sharp	512 585 595 607 625
Shintom	595

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Device code tables

VCR	CODES
Shogun	675
Singer	678
Sony	500 501 502 504 768 778
STS	678
Sylvania	554 556 567 588 678 679 756
Symphonic	588 594
Tandy	581 588
Tashiko	676
Tatung	594 682
Teac	588 594 682
Technics	554 633 678
Teknika	554 588 676 678
TMK	675
Toshiba	534 535 567 584 590 769 776
Totevision	591 675 676
Unitech	675
Vector Research	534 592 600
Victor	561 562 600
Video Concepts	534 568 592 600
Videosonic	591 675
Wards	534 588 595 675 676 678
XR-1000	588 678
Yamaha	581 592 594 600 682
Zenith	500 501 533 779

TV/VCR	CODES
Magnavox	887 797 888 798
Philips	891 801 892 802 893 803 894 804
Quasar	860 770 861 771 862 772 895 805 896 806
RCA	863 773 864 774
Samsung	755 755 897 807
Sylvania	756 756

DVD PLAYER	CODES
Aiwa	634 694
Alpine	653
Apex	654 655 744 757 835 839
Archos	885
Bose	758 811
Broksonic	656 752
Clarion	696
Classic	695
CyberHome	833
Daewoo	657 859

DVD Player	CODES
Denon	697 699 700
Echostar	722
Emerson	658
Fisher	659
Funai	658
GE	702 703
Go Video	692 693 822
GPX	704
Hitachi	660 705 706 707 740 823 860 668
JVC	689 711 850 861 862 863
Konka	637 638 753
Koss	745
Magnavox	661
Memorex	709
Mintek	710
Mitsubishi	767 867
Norcent	711
Oritron	723
Panasonic	639 663 699 714 715 716 734 765 813 840 841 855 856 868 869 870 871 872 873 882
Philips	766 874
Pioneer	665 719 812 876 877 878 879 880
Proscan	720
Qwestar	723
RCA	666 690 749 816 842 854
Sampo	724
Samsung	652 667 668 691 740 741 820 821 844 845 866 875 881 705
Sansui	725 754
Sanyo	643
Sharp	669 727 865
Sony	617 645 670 671 729 730 731 768 817 818 830 831 832 836 837 838 843 847 848 849 851 852 853 857 858 864 883 884
Sylvania	658 764 829
Teac	732
Technics	733
Techwood	664
Toshiba	616 646 672 735 736 814 815 819 825 826 827 828 834 846
Yamaha	737 739
Zenith	673 824

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Device code tables

TUNER/AMPLIFIER	CODES
Aiwa	636 641 656 687 718 720 724 725 726
Bose	761 780
Carver	653
Citizen	709
Denon	647 674 759 760 762 807 809 814 835
Fisher	653
GE	711
Goldstar	677 690
Harmon/Kardon	640 672 751
Hitachi	717
JBL	640
JVC	637 683 703 725 786 827
Kenwood	676 691 726 728 774 795 828 829 830 831 832 840 842
Magnavox	654 705
Marantz	651 764
Nakamichi	671
NEC	716
Onkyo	642 660 662 678 785 788 790 791 792 796 801
Optimus	648 664
Panasonic	643 644 652 783 797 798 799 808 810 815 816 817 818 819 820 821 822 824 825 826 833 836 837 838 839
Pioneer	658 667 668 679 702 767 770 772 779 802 806 844
Proton	654 705
Quasar	652
RCA	635 638 704 727
Sharp	712 713 714 715
Sherwood	646 670
Sony	639 645 687 728 729 730 765 766 769 771 773 775 776 777 778 781 782 784 787 789 793 794 803 811 812 813
Soundmatters	763
Teac	684
Technics	643 644 652 768 804 805 843
Toshiba	710
Victor	703
Yamaha	663 730 731 732 733 823 834 841

TV/DVD/VCR COMBO	CODES
Panasonic	900/882/810

TV/DVD COMBO	CODES
Apex	757/757
Broksonic	752/752
Cytron	904/904
Panasonic	734/734 765/765
RCA	749/749
Sansui	754/754
Sylvania	764/764
Toshiba	865/814 866/815

TV/DVD/TUNER COMBO	CODES
Panasonic	867/796/797 868/799/798 869/808/799 870/780/839 871/781/838 872/782/837 873/783/836 874/784/833 875/785/826 876/786/825 877/787/824 878/788/822 879/789/821 880/790/820 881/791/819 882/792/818 883/793/817 884/794/816 885/795/815 889/809/808

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Frequently Asked Questions (FAQs)

Please visit our website at **telus.com/tv** and look under the FAQ section for a complete list of frequently asked questions.

How does TELUS Satellite TV work?
TV signals are sent to your home from our satellites in space. The satellite dish receives these signals and sends them to your receiver, which then displays the programming on your TV.

Are all TELUS Satellite TV channels digital?
Yes, all TV channels on TELUS Satellite TV are delivered in a digital format.

What is High Definition (HD) and how can I get it?
High Definition (HD) TV delivers the best picture and the best viewing experience. You will see more detail and enjoy a sharper, clearer and more vibrant picture than you would with standard definition TV. Watch your favourite shows in true widescreen and see 45% more of the picture compared to standard definition. Plus, enjoy rich, resonant sound through 5.1 Dolby® Digital surround sound. To experience HD you will need an HD TV, HD receiver and a subscription to HD channels. Your TELUS receiver is HD ready and HD channels are included in all TELUS Satellite TV packages so if you have an HD TV you are ready to enjoy the HD TV experience.

Will I be able to watch digital TV on my existing TV?
TELUS Satellite TV receivers have RCA, S-Video, component and HDMI outputs. If your TV has one or more of these inputs, you will be able to enjoy digital TV on your existing TV. However, if your TV only has a coaxial input, you will need an RF remodulator to convert the signal from your TELUS Satellite TV receiver to a coaxial output for your TV.

Do I need to purchase any new equipment to receive digital TV from TELUS?
A receiver is needed for each TV you wish to receive TELUS Satellite TV service on. You have the option to either rent or purchase your receiver; both include all of the necessary cables to receive TELUS Satellite TV.

Can I purchase or rent additional receivers?
You can rent or purchase a maximum of 6 receivers per account.

Will plugging in my receiver(s) interrupt my home phone or Internet service?
No. However, you can't order a movie if your home phone is in use.

What if I can't use my phone jack because there's already a phone plugged into it?
A phone splitter will allow you to plug 2 cables into the same phone jack. Phone splitters are available at most electronics and hardware stores.

Why are my HD channels not working?
Although you may currently have an HDTV that's designed to receive HD programming, you will need to subscribe to HD channels in order to receive them. To subscribe to HD channels, please call 310-MYTV (6988).

How can I monitor what my children are watching when I am away from the TV room?
Locks allow you to select and block programs from being viewed. This feature is an effective tool in protecting children from viewing content that you feel is inappropriate. Once you have set a password, you have complete control over what is blocked. If you block content by rating, then all programs that have that rating and higher will be blocked.

What should I do if I have problems with my TELUS Satellite TV service?
Please see the troubleshooting section on pages 68 to 70 in this guide as there may be an easy fix. If this does not solve the problem, try resetting your receiver; if the problem persists, please contact us at 310-MYTV (6988).

Will I need a PIN to order Pay Per View events?
You will only be asked for a PIN when ordering adult PPV events. If you have forgotten your PIN, please call 310-MYTV (6988). You'll also need the PPV event ID, which can be found by pressing Info on your remote when the desired event is highlighted onscreen.

What should I do with my TV receiver when Daylight Savings Time takes effect?
Please turn off your receiver by pressing the Power button (be sure the green light on the front panel of the receiver is off) and leave it turned off for at least 30 minutes. This will allow your receiver to update.

How many favourites lists can I create?
You can create up to 4 additional favourites lists that include your most watched channels.

How can I order another remote control?
You can order another TELUS TV remote control by calling 310-MYTV (6988). A new remote control will be shipped to you within a few days. Charges may apply.

How much storage capacity does my external hard drive have?
It depends on the size of external hard drive you have:

External hard drive	Hours of SD recording	Hours of HD recording
250 GB	248	33
320 GB	319	43
500 GB	500	65
750 GB	750	100
1.0 TB	1000	133

Note – these times are approximate.

How many external hard drives can I attach to my receiver?
You can attach just one at a time.

Can I transfer my external hard drive between receivers?
Yes, you can but please remember that all the receivers must be under the same account name. Plus, you can only transfer an external hard drive from a 6131 receiver (this is the one you have) to other 6131 receivers.

How do I disconnect my external hard drive?
In the My PVR menu select Remove PVR. Unplug the external hard drive when the onscreen pop-up window indicates it is safe to do so. The receiver will then restart.

Should I turn off my external hard drive when I turn off my receiver?
No, it's not advisable, as it'll mean the PVR function is switched off.

Where should I put my external hard drive when I'm using it?
It can get very hot while it's on so, keep it in an open area, ensuring none of the cooling vents are blocked.

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Frequently Asked Questions (FAQs)

What do I do if I'm having technical problems with my external hard drive?
Please contact the manufacturer of the external hard drive for advice.

How is On Demand different than Pay per View?
You can start watching an On Demand event whenever you want. You can rewind, fast forward and pause the movie and watch it later - as long as it's within rental period (24 or 48 hours) of when you ordered it.

What level of TELUS TV service do I need to view On Demand?
All TELUS TV customers with a HD PVR receiver that is connected to the phone line or internet can browse and rent On Demand movies.

How can I tell if I have a receiver that is compatible with On Demand?
The model number is displayed on the front panel of your receiver. Your receiver is compatible if you see the number 9241 in the lower left hand corner.

How do I connect my HD PVR receiver to the Internet?
You have two options for connecting your receiver to the Internet. You can use either an Ethernet cable or a homeplug adapter.
Ethernet cable:

1 Connect one end of the Ethernet cable directly to the Ethernet port on the back of the receiver.
2 Connect the other end of the Ethernet cable to one of the following:
   a. An Ethernet wall port near the receiver
   b. An available port in your router or Home Networking modem

Homeplug adaptor:

1 Connect one end of the Ethernet cable into the Ethernet port on the homeplug adapter, and the other end to an available Ethernet port on your outer or Home Networking modem.
2 Plug the homeplug adapter into an electrical wall outlet.
3 Plug your Model 9241 HD PVR receiver into an electrical wall outlet.

NOTE: Do not plug your receiver into a surge protector (IE. power bar), or you will not establish an internet connection. Surge protection is built into your receiver, so you do not need an external surge protector.

I have two HD PVR receivers. If I order an event on one receiver, can I order it on the other receiver without getting charged?
Yes. As long as it's within the same rental period (24 or 48 hour period). You will only be charged once per movie ordered within the same rental window.

If I rent the English version of an event, can I watch the French version free of charge?
Yes. Simply select the French version from your Electronic Programming Guide (EPG) and watch, so long as you remain within a 24 to 48 hour rental window. The same applies when you order a French version of an event; you can watch the English version free of charge. You will be billed once.

I am a TELUS TV customer. Can I upgrade my receiver to get On Demand?
Yes. If you are a TELUS TV customer you can upgrade your PVR or add a new one to enjoy renting On Demand movies.
Visit www.telus.com/content/tv/sat/system/
OR call 310-MYTV (6988) today.

I am ready to become a TELUS TV customer. How can I make sure I get a receiver that is compatible with On Demand?
You will need to get a HD PVR receiver to browse and rent On Demand events. Visit www.telus.com/content/tv/sat/system/
OR call 310-MYTV (6988) today.

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Technical FAQs

I've ordered On Demand, how long do I have to view it?
On Demand events are available to view over a 24 or 48 hour rental period depending on the movie title. The rental period will be displayed before ordering the movie.

1 Go to Channel 1000 (English) or Channel 1800 (French) on the Electronic Programming Guide (EPG).
2 Highlight the event you want (or have) rented. Using your remote control, press the Info button. Within the event description, you will find the rental window – how long the event is actually available for.

You can view an On Demand event as many times as you want during the 24 to 48 hour rental window.

What are the minimum hardware requirements I need to view an On Demand event?
You need to be a TELUS TV subscriber with a Model 9241 HD PVR. In order to view an event at 1080p resolution you need a:

a. 1080p capable television
b. HDMI cable (minimum v1.2) connected between your television and Model 9241 HD PVR receiver

Do I need an HDTV to view On Demand?
No. Your receiver will automatically adjust the resolution to your television standards. In order to view an event at 1080p resolution you need a:

a. 1080p television
b. HDMI cable (minimum v1.2) connected between your television and Model 9241 HD PVR receiver.

What happens if I order a 1080p event and I have a 720p or Standard Definition (SD) television or no HDMI connection between my television and receiver?
You will still be able to view your On Demand event. Your receiver will automatically adjust the resolution to your television standards. You will be charged according to the charges indicated at time of purchase.

Can I schedule a PVR recording of an On Demand event?
No. On Demand has been designed to offer events when you want them, so you don't need to store them to watch later.

How do I ensure I am receiving On Demand content?
Your receiver must be in Standby Mode to receive new On Demand content. Your receiver is in Standby Mode if it is turned off. Your receiver automatically goes into Standby Mode if inactive for 4 consecutive hours. To ensure you are receiving the latest On Demand events, please turn off your receiver when not in use.

Why can't I see Channel 1000 and 1800 on the Electronic Programming Guide (EPG)?
You need a Model 9241 HD PVR receiver to browse and rent On Demand events. And, you must have either All HD or All Chan view selected.
To change your channel view:

1 Using your system's remote control, press Menu.
2 Press 8 – Preferences.
3 Press 2 – Favourites.
4 Select All Chan or All HD by using the arrow keys to navigate to the desired selection and then press the Select button to select it.
5 Select Done.

If I have multiple HD PVR receivers, do I need to connect all of them to phone or Internet?
Yes. Any PVR which you want to order On Demand through must be connected via the phone line or internet.

How to contact TELUS

If you have any questions, please call 310-MYTV (6988).

If you have any comments or feedback, please email tvcomments@telus.com.

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TELUS Satellite TV Terms of Service

This is an agreement between you and TELUS Communications Company ("**TELUS**"). It sets out the terms and conditions that apply to your use of the direct-to-home ("**DTH**") television and audio broadcast Programming service, any DTH Equipment provided to you for use with such services, as well as any associated installation, support and maintenance services associated with such services, if any (collectively, the "Services"). This agreement, together with TELUS rules and policies applying to the use of the Services, form the agreement between you and TELUS for the Services (the "**Agreement**"). **TELUS** will not have a binding Agreement with you for the Services until you have accepted the terms of this Agreement. Unless otherwise agreed, by having an IRD activated onto the Service to receive and use the Services, you are accepting and agreeing to the terms of this Agreement. IF YOU DO NOT AGREE TO THE TERMS OF THIS AGREEMENT, YOU MAY NOT USE THE SERVICES.

1. Introduction

The words "**you**" and "**Subscriber**" refer to you, as a residential subscriber of the Services and Programming in Canada and person whose name appears on the Statement. By requesting, viewing or paying for any Programming, you are deemed to have agreed to the terms and conditions of this Agreement unless you immediately contact our Customer Service Centre to cancel your subscription to the Programming.

2. Definitions

In this Agreement (in addition to other terms defined herein), the following terms have the following meanings:

"**Authorization Device**" means a device inserted, embedded or incorporated into an IRD, including a Smart Card, that authorizes the reception of Programming and includes any software embedded therein;

"**Bell TV**" means Bell ExpressVu Inc., in its capacity as general partner of Bell ExpressVu Limited Partnership;

"**Customer Service Centre**" means the TELUS customer service centre;

"**DTH Equipment**" means the DTH equipment used to receive the Programming, including, without limitation, the satellite equipment comprising the IRD, Authorization Device, satellite antenna and remote control;

"**TELUS**", "**we**", "**us**", or "**our**" means, and where the context requires, any successor company or entity, and its respective affiliates, and the officers, directors, employees or authorized agents of the foregoing;

"**TELUS Account**" or "**Account**" means the account opened by you to receive Programming;

"**IRD**" means the integrated receiver and decoder: this is the television set-top box that decodes the video and audio programs as they come into your television from the dish antenna;

"**Programming**" means, as the context requires, any or all of the programming, subscription programs, programming packages, Pay Per View services, interactive weather services, à la carte programs, and any other services provided to you from time to time, as part of the Service;

"**Smart Card**" means the conditional access card inserted or incorporated into the IRD, which card is owned and used to authorize reception of Programming and includes any software embedded therein; and

"**Statement**" means the statement of your Service account.

3. Terms and Conditions – General

The terms and conditions of this Agreement and the rates, charges, fees and Programming may change from time to time. TELUS will notify you in advance of any change, and the effective date of that change, so that you may, as your sole and exclusive remedy, cancel your subscription and pay applicable cancellation charges if you don't agree. The notice may be provided to you on or with your Statement or by any other written notice that will likely come to your attention. If you fail to cancel your subscription to the TELUS Service within 30 days of notice of any change and/or if you continue to receive the Programming, you will be deemed to have accepted such change. If we change the contents of any Programming, you agree that we have no obligation to replace or supplement the Programming previously offered that has been deleted, rearranged or otherwise changed or give you any credit or refund. The provisions of this Agreement will continue to apply to any issue related to this relationship after termination or cancellation of this Agreement.

4. Your Use of the DTH Equipment

a) The IRD Receiver/Decoder Unit

Your right to receive and view the Programming is granted only for IRDs situated in Canada that have been authorized to receive such Programming. Your IRD will not operate without an Authorization Device. TELUS reserves the right to verify remotely or by contacting you directly that the service address is located in Canada and that all active IRDs on your Account are located at the one address listed on your Account as your "service address". If you violate this or any other provision or policy, TELUS may disconnect your access to the Programming immediately without notice. You are responsible for all Programming that is ordered for your IRD. If you have concerns about other persons ordering Programming for your IRD without your authorization, request a personal identification number (PIN) for your Account, which will be used by our Customer Service Centre to help prevent unauthorized Programming orders. You may also contact our Customer Service Centre to determine if any particular IRD model is compatible with all Programming in which you are interested. TELUS may, in our sole discretion, for technological, network or other reasons require a migration, recall, substitution or replacement of all or any part of the DTH Equipment upon notice to you and on the terms and conditions specified in our notice. Any replacement DTH Equipment will be deemed to be the DTH Equipment referenced in this Agreement.

b) Programming requires telephone connection

Each IRD must be directly and continuously connected to the same operating telephone service associated with your Account, unless TELUS otherwise expressly approves prior to activation. Connection to an operating telephone service is a condition of our granting you the right to receive and view the Programming and we may, in our sole discretion, disconnect some or all Programming if we determine that the IRD is not connected in this manner. We may verify the location of your IRDs remotely or by contacting you directly. If TELUS is unable to contact you to perform this verification, it may limit signal reception to a single receiver to a household containing multiple receivers.

c) Minimum level of Programming required

As a condition of our granting you the right to receive and view the Programming, you must subscribe to and maintain a minimum level of Programming specified by TELUS when you subscribe to the Service. In addition, unless we agree otherwise, the minimum period of time that you must continue to subscribe to at least the minimum level of Programming (and pay for it) is 30 days. Please visit telus.com/tv for information regarding the current minimum level of Programming required.

d) Authorization Devices

Authorization Devices, including Smart Cards, are non-transferable. Your Authorization Device will work only in the IRD with which it was packaged or activated. Notwithstanding that the Authorization Device was packaged with your IRD (whether purchased or rented), all Authorization Devices are and remain the property of Bell TV and any tampering or other unauthorized modification to an Authorization Device may result in, and subject you to, legal action, or any other action as set out in this Agreement. If you attempt to use that Authorization Device with any other IRD without our authorization, we may terminate your right to receive and view the Programming. We may require that you return the Smart Card to us if it is defective or damaged, prior to providing a replacement Smart Card to you. In addition, we may require that you return the Smart Card to us if you terminate your

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Account, and failure to do so will result in a recovery charge being assessed against you. We may, in our sole discretion, implement a mandatory recall, substitution or replacement of existing Authorization Devices, by notice to you that we will substitute or replace, at our expense, the existing Authorization Device in your possession and deliver to you a replacement Smart Card. You shall, within 7 days of our notice to you of the recall, return the recalled Smart Card and activate the replacement Smart Card. We will charge $100 to your TELUS Account for each recalled Smart Card in your possession, which amount will be credited to your Account once you activate the replacement Smart Card.

e) Liability for unauthorized use

If the Smart Card in the IRD you own or rent is destroyed, lost, stolen or otherwise removed from your premises without your authorization, you must notify our Customer Service Centre immediately to avoid liability for payment for any unauthorized use or reception of Programming. You will not be liable for unauthorized use after we have received your timely notification.

f) Additional IRDs in the same household

It is a condition that any additional IRD/Smart Card combination(s) rented or purchased and activated to receive the same Programming as your initial IRD/Smart Card must be located at the service address listed on your Account and must be continuously connected to the same operating telephone line. We may, in our sole discretion, disconnect the Programming if you activate additional IRDs in breach of this requirement. The activation of any new additional IRDs/Smart Cards is subject to the additional IRD fee described in Section 5(d), if applicable. You may activate up to a maximum of 5 additional IRDs on your Account at any time. If you require more than 5 additional IRDs, you must open a new separate TELUS Account to activate such additional IRDs and you will be billed separately for the services received through those additional IRDs.

g) Vacation Properties or Secondary Locations

Section 4(a) applies to you even if you order the Programming for a secondary location, vacation property or mobile unit, such as a camper, boat or recreational vehicle. You may not, under any circumstances, including vacation properties, maintain multiple IRDs on one TELUS Account that are active at different locations simultaneously. If an IRD is installed in a mobile unit such as a camper, boat or other recreational vehicle, you are only permitted to have one IRD active on that Account.

5. Rates, Fees and Charges

a) Introduction

Programming rates, fees and charges are charged in accordance with this Agreement. Other rates, fees and charges, or changes to the amount of existing rates, fees and charges, may apply from time to time upon advance notice to you (see also Section 3). Our rates, fees and charges for Programming are available upon request from the Customer Service Centre. If you have any concerns contact our Customer Service Centre.

b) Billing policies, Statements and payments

You shall pay in full all amounts billed for Programming and all taxes, fees and other charges, if any, which are now or may in the future, be assessed on the Statement for Programming and any other services you receive from us. We will bill you each month in advance for your Programming and rental charges. (Usage-based Programming will be billed in arrears.) All bills are due upon receipt. Bills made available through the Internet are received when they are posted. Charges not paid before the end of the grace period shown on your bill are assessed a late payment charge at the prime rate of the Bank of Montreal plus 7%, converted to a monthly compound rate and rounded up to the nearest quarter percentage point, calculated from the due date, which you must pay in addition to all other amounts owing to TELUS. Administrative and collection charges may apply, in accordance with TELUS rules and policies, if your Account goes into arrears, including as a result of returned or rejected payments or your failure to inform TELUS of any change to your Account information for pre-authorized payments. If you subscribe to a pre-authorized payment method, you waive pre-notification of the amounts and dates of debits from your Account. TELUS may require you to make interim payments for non-recurring charges you have incurred in the period between two monthly bills, for such Services as are identified to you with the demand for payment. The grace period for the payment of charges so identified expires 3 days after you receive the demand for payment. You are responsible for maintaining a minimum spend of $37.56 per month on Programming and LPIF contribution, excluding any Pay Per View services, interactive services, bundle discount and all account administration fees.

c) Termination of Programming by TELUS

If you do not pay in full all amounts owing as shown on your Statement within 30 days after the date when payment is required, or if you fail to comply with any of your obligations under this Agreement at any time, in addition to our other rights and remedies, we have the right to disconnect your Programming, in our sole discretion, without notice or demand to you. We also reserve the right, without notice or demand, to take whatever steps are necessary to disable or modify the software in your IRD and/or Authorization Device if you breach any of your obligations under this Agreement, including receiving Programming that you have not paid for, in whole or in part.

d) Additional IRD Fee

If you initially or subsequently activate more than one IRD on your Account, you may be charged an account administration fee by TELUS for the activation and continued use of multiple IRDs/Smart Cards on your Account. TELUS may reduce or eliminate this fee if you subscribe to specific combo programming packages or if you are renting IRDs from TELUS.

e) Reconnection Fee

TELUS charges an account administration fee to reactivate an IRD that was permanently deactivated upon your request, or where you transfer or assign ownership of the IRD or otherwise transfer or assign responsibility for payment of an existing TELUS Account, in all cases with prior written consent from TELUS.

f) Digital Service Fee

You shall pay to TELUS a monthly recurring digital service fee. This monthly recurring fee, which relates to costs incurred in operating the network and maintaining and/or upgrading technological platforms, may be reduced or eliminated by TELUS, in its discretion, if you subscribe to specific combo programming packages or based on the technological platform used to deliver Programming to you.

6. Your Termination or Suspension of Programming

a) If you want to terminate all or a portion of your Programming

(i) Downgrading your Programming: You may terminate or downgrade the reception of any part of your Programming by notifying our Customer Service Centre, only if these two conditions are met: (x) any continuing Programming is subject to the minimum Programming requirements set out in Section 4(c); and (y) your Account is in good standing with all payments up to date. The Programming you request to be terminated will be deactivated effective as of the next billing cycle date after receiving your notice. Since you would have paid for the Programming you are terminating or downgrading in advance up to the next billing cycle date, no credit or refund will be payable in respect of such terminated or downgraded Programming. In addition, no deactivation fee will be payable in such case. However, if you are a subscriber and you attempt to downgrade your Programming below the minimum Programming commitment you have agreed to, certain fees or charges may be applicable.

(ii) Terminating or cancelling your Programming: You may terminate the reception of all of your Programming by notifying our Customer Service Centre. All the Programming you receive will be deactivated on the 30th day after receiving

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your notice to cancel. However, if you are not a month to month subscriber, and you attempt to deactivate all of your Programming, certain fees or charges may be applicable. If you are entitled to a credit for any amount in excess of $10, TELUS will send you a cheque for that refund amount upon your request, but we will not provide any refund or credit for an amount of less than $10. If you have any questions regarding the return process, please call 310-MYTV (6988).

(iii) Outstanding Balance: If you cancel your right to receive and view any Programming, you are still responsible for payment of all outstanding balances accrued up to the date of termination.

b) If you want to temporarily suspend your Programming

You may temporarily suspend your right to receive and view the Programming at any time by contacting TELUS at 310-MYTV (6988), provided that your Programming is suspended for a minimum period of 6 consecutive weeks, and not greater than 7 consecutive months. TELUS charges an account administration fee. Upon reactivation, the minimum 1 month service requirement set out in Section 4(c) will apply. If you fail to call and reactivate your Account at the end of the permitted 7 month period, your Account will automatically be reactivated, billing will be resumed and you will receive the Programming you were receiving prior to its suspension. If you have temporarily suspended your Programming and decide during that time to terminate or downgrade your Programming pursuant to Sections 6(a) (i) or (ii) as applicable, your Account will automatically be reactivated prior to any such requested change taking effect so that the terms and conditions of Sections 6(a) (i) or (ii), as applicable, shall apply to your request to terminate or downgrade your Programming. You may be required to continue the payment of all rental and other fees applicable to you under this Agreement or other agreement with TELUS relating to your receipt of the Programming.

c) Your transfer of Account or DTH Equipment

If you are renting DTH Equipment from TELUS, you may not, without TELUS' prior written consent, transfer or assign your rights to the DTH Equipment to another person. Also, if you own or rent your DTH Equipment, you may not assign or transfer your rights to the Programming without our prior written consent. If you do, we may deactivate your Programming. You shall notify us immediately, but in any event not more than 5 days, after you move, sell, give away or otherwise transfer any part or all of your DTH Equipment to anyone else. You are considered to be the registered owner or lessee of your DTH Equipment listed on your Account, as the case may be, and beneficiary of the rights in the Programming until we receive such notice, and consent to the transfer of the DTH Equipment or Programming that you requested and you may be liable for any charges or fees incurred by the use of your DTH Equipment by anyone else up to the time that it is transferred. To transfer your DTH Equipment to another person or TELUS Account, an administration transfer fee will be applied to the TELUS Account of the new owner.

d) Security Deposit

TELUS may require a security deposit from you (i) before the Services are provided, if you do not have a satisfactory credit history with TELUS or do not provide other proof of creditworthiness satisfactory to TELUS, or (ii) at any time this Agreement applies, if you have an unsatisfactory credit rating with TELUS as a result of your payment practices, or (iii) if you clearly present an abnormal risk of loss. Interest on any security deposit required by TELUS, at a rate equal to the rate established on January 1 and July 1 of each year for daily interest savings accounts at a chartered Canadian bank, shall be credited to your Account monthly. TELUS may apply any portion of the security deposit against unpaid charges on your Account at any time and, upon termination of this Agreement or where the conditions justifying the security deposit no longer apply, will refund any outstanding security deposit, with accrued interest, retaining only the amount then owing on your Account.

e) Term and Rates

At the end of the minimum term, if any, your TELUS Service will continue until (i) you terminate this Agreement upon a thirty (30) day notice to TELUS, or (b) TELUS terminates this Agreement as permitted herein ("Term"). Please note that all Programming, programming rates, packaging, fees and charges for other miscellaneous features or services, system access, late payment charges, termination or cancellation charges may change over the Term. Taxes are, in all cases, extra.

7. Limitation of Liability and Furnishing of Programming

a) Exclusion of Liability

TO THE EXTENT PERMITTED BY APPLICABLE LAW AND EXCEPT AS OTHERWISE EXPLICITLY AGREED TO BY TELUS, ITS AFFILIATES, ITS SUPPLIERS (INCLUDING TELESAT CANADA AND BELL TV), AND THE EMPLOYEES, DIRECTORS, OFFICERS AND REPRESENTATIVES OF THE FOREGOING WILL NOT BE LIABLE FOR THE DTH EQUIPMENT, THE SERVICES OR ANY INTERRUPTIONS IN PROGRAMMING OR LIABLE FOR ANY DELAY OR FAILURE TO PERFORM, IF SUCH DELAY OR NON-PERFORMANCE ARISES IN CONNECTION WITH ANY ACTS OF GOD, FIRES, EARTHQUAKES, FLOODS, POWER FAILURE, SATELLITE FAILURE OR MALFUNCTION, FAILURE TO REPLACE EXISTING TECHNOLOGY, ACTS OF ANY GOVERNMENTAL BODY OR ANY OTHER CAUSE BEYOND OUR REASONABLE CONTROL. WE MAKE NO WARRANTY, EITHER EXPRESSED OR IMPLIED, REGARDING THE DTH EQUIPMENT, THE SERVICES OR THE PROGRAMMING PROVIDED TO YOU AND ALL SUCH WARRANTIES ARE EXPRESSLY EXCLUDED. IN NO EVENT SHALL WE HAVE ANY LIABILITY FOR SPECIAL, INDIRECT, INCIDENTAL, PUNITIVE, EXEMPLARY OR CONSEQUENTIAL DAMAGES, OR FOR ECONOMIC LOSSES (REGARDLESS OF THE THEORY OF LIABILITY ASSERTED, INCLUDING NEGLIGENCE) RELATING TO THE DTH EQUIPMENT OR RESULTING FROM OUR FURNISHING OR FAILURE TO FURNISH ANY PROGRAMMING TO YOU OR FROM ANY FAULT, FAILURE, DEFICIENCY OR DEFECT IN THE SERVICE OR PROGRAMMING FURNISHED TO YOU. IN NO EVENT SHALL TELUS, ITS AFFILIATES, THE DIRECTORS, OFFICERS AND REPRESENTATIVES OF THE FOREGOING OR ITS SUPPLIERS AND BELL TV'S LIABILITY TO SUBSCRIBER (REGARDLESS OF THE THEORY OF LIABILITY ASSERTED, INCLUDING NEGLIGENCE) EXCEED THE TOTAL VALUE PAID TO TELUS BY SUBSCRIBER FOR PROGRAMMING IN THE MONTH PRECEDING YOUR CLAIM. IT IS YOUR RESPONSIBILITY TO IMPOSE ANY RESTRICTIONS ON VIEWING BY YOU, OTHER MEMBERS OF YOUR HOUSEHOLD, OR YOUR OR THEIR INVITEES, AND WE SHALL HAVE NO LIABILITY TO ANYONE DUE TO, OR BASED ON, THE CONTENT OF ANY OF THE PROGRAMMING FURNISHED TO YOU.

b) Acknowledgement re: DTH Equipment

YOU ACKNOWLEDGE AND AGREE THAT: (i) TELUS AND BELL TV, ARE NOT THE MANUFACTURER, DISTRIBUTOR, INSTALLER OR RETAILER OF YOUR DTH EQUIPMENT, AND THEREFORE HAVE NO LIABILITY WHATSOEVER FOR SUCH EQUIPMENT, INCLUDING IF THE SOFTWARE IN YOUR IRD OR AUTHORIZATION DEVICE BECOMES DISABLED OR MODIFIED DUE TO THE CIRCUMSTANCES OUTLINED IN SECTION 5(c) OR UPDATED OR UPGRADED AS OUTLINED IN SECTION 4. ANY RIGHTS AND REMEDIES WITH RESPECT TO THE DTH EQUIPMENT CAN BE FOUND IN THE LIMITED WARRANTY ACCOMPANYING THE DTH EQUIPMENT AND MUST BE HANDLED DIRECTLY IN ACCORDANCE THEREWITH; (ii) YOUR IRD AND AUTHORIZATION DEVICE CONTAINS SOFTWARE THAT IS UNDER LICENCE TO, OR OWNED BY, BELL TV. YOUR LICENCE TO USE THIS SOFTWARE IS LIMITED TO RECEIVING AND VIEWING PROGRAMMING ON THE TELUS SERVICE IS AUTHORIZED ONLY AND FOR NO OTHER PURPOSE. IF TELUS OR BELL TV HAS REASONABLE GROUNDS TO BELIEVE THAT YOU ARE RECEIVING UNAUTHORIZED PROGRAMMING, IN WHOLE OR IN PART, OR USING THE SOFTWARE FOR ANY OTHER UNAUTHORIZED PURPOSE, TELUS AND/OR BELL TV RESERVES THE RIGHT TO MODIFY OR DISABLE THE SOFTWARE IN YOUR IRD AND SMART CARD. WARNING: IF THE SOFTWARE IN YOUR IRD AND/OR SMART CARD IS DISABLED OR MODIFIED, YOUR RECEIVER MAY NOT FUNCTION

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PROPERLY. YOU MAY NOT MODIFY, TEST, REVERSE ENGINEER, DECOMPILE, TAMPER OR ACCESS THIS SOFTWARE FOR ANY REASON WHATSOEVER; (iii) TELUS AND/OR BELL TV RESERVES THE RIGHT, FROM TIME TO TIME TO UPDATE, REPLACE OR UPGRADE THE SOFTWARE IN YOUR IRD AND AUTHORIZATION DEVICE (BY SWAP, REPLACEMENT, RECALL OR OTHERWISE) TO ENSURE THAT IT AND YOUR DTH EQUIPMENT THAT YOU EITHER OWN OR ARE RENTING FROM TELUS WILL REMAIN COMPATIBLE WITH AND FUNCTION PROPERLY WITH ANY TECHNOLOGICAL ADVANCES OR IMPROVEMENTS MADE TO THE SERVICES. IN CERTAIN CIRCUMSTANCES, IT MAY BE NECESSARY TO MODIFY OR REMOVE SOME SOFTWARE FEATURES TO INTRODUCE NEW FEATURES AND TO ENSURE YOUR IRD AND AUTHORIZATION DEVICE REMAINS COMPATIBLE WITH SUCH TECHNOLOGICAL ADVANCES OR IMPROVEMENTS.

c) Programming availability

All Programming is provided on a "subject to availability" basis. Certain Programming, including sports events, may be "blacked out" in your area of reception from time to time at the request of the programmer for copyright or other reasons. If you circumvent or attempt to circumvent any of these blackouts, you may be subject to legal action. Programming may also be subject to temporary interruption due to natural phenomena such as thunderstorms. TELUS will not refund charges for the blackout period or temporary interruptions. In addition, TELUS, BELL TV, THEIR RESPECTIVE AFFILIATES AND THE DIRECTORS, OFFICERS, EMPLOYEES AND REPRESENTATIVES OF THE FOREGOING OR ITS SUPPLIERS, (INCLUDING TELESAT CANADA), WILL NOT BE LIABLE FOR ANY LOSS OR DAMAGE WHICH YOU SUFFER AS A RESULT OF ANY SUCH BLACKOUT OR TEMPORARY INTERRUPTION. However, if TELUS causes a material interruption of Programming that is not related to natural phenomena or causes outside of its control, TELUS will provide a credit or refund, at your request, for the Programming interruption period. For greater certainty, no credit or refund will be provided for Programming interruptions resulting from TELUS disabling or modifying the software in an IRD and/or Authorization Device pursuant to Section 5(c) of this Agreement, or if TELUS can no longer provide any particular Programming for any reason.

d) Private viewing

The right we provide you to receive and view the Programming is for your private home viewing, use and enjoyment. You will not receive, view or exhibit the Programming outside of your private residence. The Programming may not be rebroadcast, transmitted or performed in any form, and no admission charged, or any other consideration received, by or for the benefit of Subscriber from any third party in return for allowing such third party to listen to or view any Programming provided by us.

e) Warning against piracy

It is against the law to receive the Programming, or any portion of the Programming, without paying for it (unless permitted to do so by TELUS). Doing so may result in civil or criminal penalty. TELUS also reserves the right to take any other action to prevent the reception of its Programming without payment to, or authorization by, TELUS, including the right to modify or disable, or cause the modification or disabling of, the software in the IRD and Authorization Device in accordance with Section 5(c) of this Agreement.

f) Additional rules for Pay Per View ("PPV") Programming

Unless otherwise indicated by TELUS at the time you place your order for PPV Programming, all sales of PPV Programming are final. If TELUS is unable to provide any PPV Programming that you have ordered, TELUS shall credit you the amount for that PPV Programming. TELUS shall have no other liability for cancelled events or failure to provide any PPV Programming. Certain PPV Programming may only be ordered if you also subscribe to other prerequisite channels on the TELUS Service. You shall indemnify and hold harmless TELUS from any claims, liabilities, losses or damages resulting from your use of PPV Programming in contravention of Section 7(d) or 7(e) of this Agreement. PPV Programming also includes season based sports PPV programming packages where a customer may have access to all or many games in a season of a professional sports league. Once you subscribe to a season based sports PPV programming package, your subscription is an ongoing one and will continue from season to season. To cancel, you must call 310-MYTV (6988) before the start of the next season since there are no refunds once a season has started.

8. Privacy

You agree that TELUS may continue to collect, use and disclose personal information about you for the purposes identified in the TELUS Privacy Commitment (as it may be amended from time to time), which can be viewed at www.telus.com. Those purposes are: 1. to establish and maintain a responsible commercial relationship with you and to provide ongoing service; 2. to understand your needs and preferences; 3. to develop, enhance, market or provide products and services; 4. to manage and develop our business and operation; and 5. to meet legal and regulatory requirements. When providing the DTH Services to you, TELUS will be acting as the agent of Bell TV, their successors and assigns, and must collect and share personal information about you to Bell TV. Information about Bell's privacy policies is available at www.bell.ca/privacy. You also agree that, for the purposes identified above, TELUS may share your personal information on a confidential basis with third party service providers. You acknowledge that if any such service provider is located in the U.S. or other foreign country, your personal information may be processed and stored in that country and may be accessed by the governments, courts, and law enforcement or regulatory agencies of that country under its laws. More information about TELUS' privacy practices is available at the above Web site. If you have any questions or concerns about these privacy practices, you may call 1-800-567-0000 or send an e-mail to privacy@telus.com.

9. Miscellaneous Provisions

a) Applicable Law and Enforceability

TELUS is a federally-regulated undertaking and as such, this Agreement, including all matters relating to its validity, construction, performance and enforcement, shall be governed by applicable federal laws and regulations of Canada and only those provincial laws and regulations applicable to it. These terms and conditions are subject to amendment, modification or termination if required by laws or regulations. Each provision of this Agreement shall be construed as separable and divisible from every other provision and the enforceability of any one provision, or portion thereof, shall not limit the enforceability, in whole or in part, of any other provision hereof. If any provision in this Agreement is declared to be illegal or in conflict with any applicable law or regulation, that provision may be deleted or modified, without affecting the validity of the other provisions. The term "including" means including without limitation. The benefit of any provision limiting liability in favour of TELUS may be exercised by Bell TV or extended to include Bell TV.

b) Change of name, address or telephone number

You shall give us prompt notice of your change of name, mailing address, residency, address, telephone number and other relevant information by notifying our Customer Service Centre. Notices are deemed to have been received when they arrive at our Customer Service Centre.

10. Equipment

a) Equipment

All DTH Equipment not owned by you must be returned to TELUS upon termination of this Agreement for any reason. TELUS may charge you for all work and equipment supplied in order to extend existing TELUS network facilities to your premises, including any expenses incurred to secure rights of way, access and occupancy. TELUS is not responsible for the maintenance or repair of facilities or equipment owned by you, and does not guarantee that the Services will operate with all television sets, remote controls, home theatre components or other audio/

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visual equipment. The Services require electrical power to operate, which you must supply at no charge to TELUS, and you acknowledge and accept that you may lose service during a power outage unless you supply, install and maintain at your own expense a battery backup power system. You agree to provide TELUS agents and employees with access to the property and premises where the Services are provided in order to inspect the facilities and equipment used to provide the Services and to perform maintenance work. TELUS will provide reasonable notice of any such inspection or maintenance work on your premises, except in cases of emergency. You hereby agree not to sell, transfer, lease, assign any interest in, or encumber all or any part of any TELUS-owned equipment that has been provided for your use as part of the TELUS Services.

b) Purchased Equipment Subsidy

If you purchased the IRD or other DTH Equipment you use to receive the Services, you agree that TELUS has subsidized the purchase price for such DTH Equipment you use to receive the Services on the understanding that you will: (a) become a subscriber of the Service for the period you agree to when you subscribe for the Services and (b) activate the IRD with TELUS to receive the Service at the address you provide to us when you subscribe for the Service within 60 days of the date of purchase of the IRD. FAILURE TO ACTIVATE YOUR IRD WITHIN THIS 60 DAY PERIOD MAY RESULT IN A TELUS ACCOUNT BEING OPENED IN YOUR NAME AND A CHARGE BEING APPLIED TO EITHER YOUR TELUS ACCOUNT OR YOUR CREDIT CARD IN THE AMOUNT OF $299 FOR EACH NON-ACTIVATED RECEIVER. You agree that these charges represent a reasonable estimate of damages suffered by TELUS as a result of your failure to activate the receivers, or any of them, within the 60-day period.

c) Early Termination

If you choose to terminate your service (or if TELUS terminates your service for cause) prior to the end of your term commitment, you will be required to pay (as liquidated damages and not as a penalty) a cancellation fee of $10.00/month for every month remaining in contract, in addition to all other amounts then due to TELUS.

d) Not a New Subscriber

You acknowledge and agree that the instant rebate given on the purchase of your IRD is for new subscribers to Service only. If following the activation of your IRD, it is determined that, when you subscribed for the Service, you had been a subscriber of the Service in the last six (6) months, you shall be deemed to be in material breach of this Agreement and TELUS may charge your TELUS Account the amount of $200, which amount is a reasonable estimate of damages suffered by TELUS as a result of your breach.

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